



## Atlantium Technologies Job Opportunity

# Job Opportunity: Atlantium Is Looking for a Field Service Technician

### Job Description

Atlantium Technologies is looking for a field service technician to provide hands on technical support and basic services for the HOD UV equipment; including but not limited to preliminary troubleshooting with customers over the phone, system installation, on-site visits where technical problems cannot be resolved over the phone, and preventative maintenance as defined as part of service level agreements (SLA). The position will also need to coordinate and ensure that preventative maintenance assignments and service calls are completed and properly documented. This position will officially report to the Customer Support Manager based in the U.S.

### Job Location

Las Vegas, NV, Area, United States

### Objectives of This Role

- Diagnose malfunction cause or failure of operational equipment.
- Perform troubleshooting, analysis and repair of electrical/electronic/software-based systems.
- Provide on-call assistance to customers.
- Act as a direct interface and main point of contact with the customer when assistance is needed to resolve all problems.
- Assist when technical information, such as manual, prints or written "step-by-step" instructions are requested by the customers.
- Provide customer training.
- Inspect wiring and fixtures for conformance to company specifications and/or local electrical codes.
- Suggest changes in working conditions and use of equipment to increase efficiency of the customer support department.
- Make certain that unsafe conditions and practices are observed and corrected.
- Use PC/Remote Control to access systems and analyze the data.

### Requirements

- Electrical or mechanical technician.
- Industrial machines knowledge is required.
- At least two years of experience in a similar position.
- Must be able to work independently with little supervision.
- Must be able to provide comprehensive solutions to problems even when it takes longer than anticipated; and most possess customer service skills and an ability to diagnose and solve problems from nontechnical descriptions provided by customers.

### Skills and Qualifications

- Associate degree (A.S.) from a two-year college, university or technical school.
- 2-3 years of experience and/or training in Electrical and Electronic circuits, PC.
- English required, with a strong ability to clearly present information and respond to questions, write reports, business

correspondence, and procedure manuals.

- Strong reasoning ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and understand electrical diagrams.
- Position requires travel (see travel requirements).

## Travel Requirements

- Travel within the U.S. and Canada, up to 75% of time.
- Travel to customer in the Las Vegas area will be on a daily basis – may require overnight.
- Travel outside the U.S. may be required for training or global support.

## About Atlantium

Atlantium Technologies is a global leader in UV treatment solutions for municipal and industrial applications. Atlantium's patented environmentally friendly Hydro-Optic™ (HOD) ultraviolet (UV) technology is a non-chemical water and wastewater treatment system that offers a safe and proven alternative to chemicals for the effective treatment of bacteria, microorganisms, and viruses or chemical decomposition in fresh water, brackish water, or seawater. Atlantium has more than 3,000 full-scale installations globally; helping to protect public health and the environment from waterborne contaminants.

Submit resume to [support-us@atlantium.com](mailto:support-us@atlantium.com).