

**Job Title:** Aquatics Service and Installation Technician - Iwaki Aquatic Systems & Services **Category:** Exempt  
**Reports To:** Aquatics Service and Installation Manager

**Position Summary:** The Aquatics Service and Installation Technician with Iwaki Aquatic Systems & Services is an essential role within Iwaki America Incorporated. This person is expected to perform routine services, perform standalone system installations, and assist with multitrack installations under the direction of the Lead Aquatics Technician. Candidate is also expected to help facilitate production/manufacture of aquatic systems when not performing services or installations. The position is based out of Holliston, MA, but frequent travel to customer sites will be required.

**Essential Functions:**

- Perform scheduled maintenance based on service contracts and maintain service logs.
- Manage and maintain service inventory of consumable supplies and tools needed for service.
- Maintain service records and work closely with Sales to identify follow up items and opportunities.
- Install & commission systems at customer's location along with training and troubleshooting at completion of install.
- Work closely with Aquatics Lead Technician on large services and system installations.
- Provide ongoing technical support to customers and clearly articulate our value proposition
- Extensive travel required. Must be flexible and able to travel on short notice. Some international travel may be required.
- Must be reliable and dependable when working remotely and maintain clear lines of communication with Aquatic Service and Installation Manager
- Work with Sales to support the sale of systems and maintenance contracts to both existing and new customers while keeping an eye open for new technologies, capabilities, or products prior to formal product release.
- Ability to interact with researchers/biologists and identify key influencers and decision-makers. Relay relevant information to Sales for development.
- Work closely with Sales to identify lead customers for new technologies, capabilities or products prior to formal sales release.
- Maintain basic call logs as they pertain to service or install quality or inventory issues.
- Become well known and respected in the aquatic lab systems community.
- Work with Engineering and Operations to facilitate system fabrication
- Participate in ISO quality program and process improvement efforts, maintain existing ISO procedures, and assist in creating new ones where appropriate.

**Qualifications:**

- Experience in aquatic research, aquaculture or similar industries
- \* High School diploma or equivalent, prefer BA or BS in Biology related field
- \*Ability to organize travel and work independently for weeklong periods
- \* Plumbing and electrical skills/experience is essential
- \* Responsible and organized in order to manage company resources
- Working knowledge of aquatic systems and their applications
- Proven track record of building/servicing aquatic systems
- Strong computer skills with proficiency in Microsoft office suite
- \* Ability to read/view/interpret 2D/3D drawings
- \* Strong interpersonal and networking skills while interacting cross-culturally
- Recognizable integrity, earns the respect of others
- \* Self-starter, results-oriented, high energy, customer oriented and a team player
- Self-confident, ethical, sociable

- \* Hands on learner with ability to take instruction
- \* Ready to roll up sleeves and work hard while having fun at the same time

**Delegation of Authority:**

- The Iwaki America Inc. Delegation of Authority Matrix is incorporated herein by reference

\*Denotes essential qualifications