



Field Service Technician 5521

Union City, CA

Legrand has an exciting opportunity for a **Field Service Technician** to join the **Finelite Team** in **Union City, CA**.

The position of Field Service Technician is responsible for troubleshooting and correcting any customer fixture problems promptly, efficiently, and with a strong focus on the customer relationship. This position reports to the Director, Field Service and works on customer locations with minimal responsibility, as well as assisting the Quality Team with product improvement projects to ensure quality and customer satisfaction.

What Will You Do?

- Works directly with electrical contractors and site facilities personnel to quickly identify the scope and cause of the problem, then develop and carry out an action plan to resolve the issue.
- Personally, or by directing a team, carry out on-site resolution of electrical or mechanical issues with light fixtures or associated controls.
- Assist Technical Services Coordinator by providing technical information to diagnose and resolve field problems.
- Assist contractors with troubleshooting over the phone.
- Manages work schedule of Field Service activities to ensure timely completion.
- Develop and test immediate solutions for field problems, and participate in developing preventive measures.
- Prepare technical instructions or diagrams to assist electrical contractors with installation or repairs.
- Plan travel for self and Team (as needed) to customer sites.
- Prepares correspondence and reports documenting Field Service visits, including any follow-up needs.
- Handle difficult situations assertively yet diplomatically, ensuring problems are resolved while maintaining a positive client interaction.
- Assist Quality Engineer with a variety of testing and investigation activities.
- Assist Quality Team with resolving quality issues in Production or at suppliers.
- Assist with continuous improvement efforts.
- Assist with ensuring the quality of new products during development phase and early production.
- Able to travel within the US and Canada on short notice for several days at a time.

Required Skills

- AA/AS Degree in a technical program with no experience
- **OR** High School Diploma with 3 years of experience in a technical field.
- Ability to troubleshoot electrical systems such as those found in general commercial building construction.
- Valid driver's license and clean DMV record required.

Preferred skills

- Lighting experience preferred.
- Capable of safely working in a construction environment, including using, moving and frequently working on ladders and/or scissor lift to reach installed fixtures to perform repairs.
- Be organized, detail oriented, self-motivated, and able to work on location without any direct supervision.
- Possess excellent verbal and written communication skills.
- Able to lift and carry 60lbs and discern colors of wires.
- Proficient in use of computer applications such as Outlook, and Microsoft Suite products as Word, Excel and PowerPoint.

All essential functions or responsibilities are determined to be essential job functions for which reasonable accommodation will be made. Ability to perform the secondary functions or responsibilities is not a requirement of the job, but an incumbent may be required to perform these duties if able. This job description is not to be construed to be an exhaustive statement of duties, responsibilities, or requirements. Employees will be required to perform any other job-related instructions as requested by their supervisor or senior management, subject to reasonable accommodation.

About Legrand

Every single day, Legrand brings power, light and data to millions of spaces around the world. Legrand is a global, publicly-traded company listed on the Euronext (Legrand SA EPA: LR) with 36,000 employees worldwide, a market cap of \$16B, revenue of more than \$5 billion, with products sold in 180 countries. Legrand is listed on the Forbes Global 2000 as one of the world's best employers. For more information, visit legrand.com.

About Legrand North and Central America

Legrand North and Central America (LNCA) employs over 5,000 associates in 60 locations, working in 6 product categories (Electrical Wiring Systems, Building Control Systems, AV, Data Communications, Power Distribution and Control, and Lighting). LNCA offers comprehensive medical, dental and vision coverage. LNCA offers distinctive benefits like high employer 401K

match, above-benchmark paid maternity leave, paid time off to volunteer, and an active women's network. LNCA is an employee-centered, growth company with tremendous opportunity. For more information, visit [legrand.us](http://www.legrand.us).

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