

Field Service Technician

Location: Remote – United States & Canada (Travel Required)

About Piller Power Systems

Piller Power Systems is a global leader in mission-critical power protection solutions, providing innovative uninterruptible power supply (UPS) systems and energy technologies that keep essential operations running around the world. Our solutions support data centers, healthcare organizations, utilities, industrial facilities, government agencies, and other industries where reliable power is critical to business continuity.

Position Summary

The Field Service Technician is an entry-level field service role responsible for supporting the maintenance, testing, commissioning, and repair of Piller Uninterruptible Power Supply (UPS) systems and associated equipment. Working under the guidance of experienced Field Service Technicians and Regional Service Managers, this position provides hands-on technical support while developing the skills necessary to service mission-critical power systems.

This role is customer-focused and plays an important part in ensuring equipment reliability, minimizing downtime, and delivering exceptional service. The ideal candidate is mechanically and electrically inclined, eager to learn, and willing to travel extensively throughout the United States and Canada.

Key Responsibilities

Field Service & Maintenance

- Perform preventive maintenance and basic service activities on Piller UPS systems and associated equipment.
- Assist with equipment assembly, disassembly, startup, testing, commissioning, and troubleshooting.
- Support emergency repairs on UPS and power generation equipment.
- Assist with vibration analysis and balancing activities.
- Develop maintenance and troubleshooting skills through mentorship and on-the-job training.
- Maintain a basic understanding of assigned preventive maintenance contracts.

Technical Support & Documentation

- Help analyze equipment performance and diagnose semi-complex electro-mechanical issues.
- Document technical findings, repair activities, and maintenance records accurately and on time.
- Complete and submit timesheets, expense reports, job reports, and required service documentation.
- Report accidents, safety concerns, and operational issues to the Regional Service Manager.
- Adhere to Field Service Technician procedures, company policies, and safety guidelines.

Equipment & Operational Support

- Maintain assigned tools, test equipment, and field service "Ready Kits."
- Assist with rigging, equipment delivery, and logistics activities.
- Maintain assigned company vehicle and ensure required maintenance is completed.
- Utilize test equipment including digital multimeters (DMMs), amp meters, oscilloscopes, load banks, vibration monitoring equipment, and related diagnostic tools.
- Assist with startup and testing of power generation equipment and switchgear, as experience develops.

Customer Service & Professional Development

- Deliver professional, responsive customer service while supporting field operations.
- Build technical knowledge through formal training, mentorship, and field experience.
- Maintain a professional appearance and represent Piller positively at customer locations.
- Identify customer opportunities for equipment upgrades or additional services and communicate them to the appropriate sales personnel.
- Perform other duties and special projects as assigned.

Qualifications

Required Education & Experience

Education

- Trade School Associate degree, military technical training, or equivalent experience preferred.
- Functional knowledge of basic electrical power principles.

Experience

- Minimum of two (2) years of experience in the power industry through military or commercial environments.
- Functional understanding of electronic and electrical power principles.
- Basic knowledge of mechanical and electromechanical systems.

Knowledge, Skills & Abilities

- Windows-based PC experience; programming experience is a plus.
- Basic troubleshooting and diagnostic skills for electro-mechanical equipment.
- Ability to analyze equipment performance and recommend corrective actions under the guidance of senior technicians.
- Strong interpersonal and customer service skills.
- Ability to work independently and collaboratively in a field environment.
- Ability to adapt to changing priorities and work schedules.
- Professional communication skills and attention to detail.

Licenses & Travel Requirements

- Valid driver's license with an acceptable driving record.
- Ability and willingness to travel 75% or more throughout the United States and Canada.
- Ability to work flexible schedules, including overnight travel, as business needs require.

Physical Requirements

- Ability to lift up to 70 pounds, with or without reasonable accommodation.
- Ability to climb ladders and safely work around industrial electrical equipment.
- Ability to perform work in industrial, commercial, and outdoor environments.
- Ability to travel extensively and work at customer locations.

Work Environment

This is a remote, field-based position supporting customer locations throughout the United States and Canada. Frequent travel is required, and work may be performed in industrial

facilities, data centers, utility environments, and other mission-critical sites. Appropriate personal protective equipment (PPE) is required in designated work areas.

Benefits & Perks

We recognize that our employees are critical to our success and are committed to providing a competitive compensation and benefits package, including:

- Comprehensive Medical, Dental, and Vision insurance
- Retirement savings plans with company contributions
- Extensive paid time off (PTO) package, including vacation, personal, sick, and holiday time
- Collaborative team environment with opportunities for technical training, mentorship, and career growth in the critical power industry

Equal Employment Opportunity

We are an Equal Opportunity Employer and are committed to creating an inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, sexual orientation, gender identity or expression, national origin, age, disability, protected veteran status, genetic information, or any other characteristic protected by applicable federal, state, provincial, or local law.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

Additional Information

Work Location:

- Remote position supporting customers throughout the United States and Canada.
- Extensive travel (75%+) is required.

To Apply or Learn More:

For questions about this opportunity or to learn more about careers at Piller Power Systems, please contact info@piller.com and include “Piller Human Resources” in the subject line. Your inquiry will be directed to the appropriate member of our HR team.