

R. L. Deppmann Company

Job Title: Outside Service Startup & Warranty Technician

Reports To: Startup & Warranty Manager

Location: Primarily in Southeast Michigan

About Deppmann:

Our company focuses on helping people make better decisions since 1927. We are a company that is responsive to our customers and understand how our products work and interact in Hydronic Systems. Our company culture is shaped by our Core Values: Knowledge, Responsiveness and Empowerment. We achieve this through selling hydronic, steam and plumbing equipment in Michigan and Ohio. Join the Deppmann team that solves customer problems and empowers employees to make decisions. Our Company is 100% employee owned.

Scope:

Provide hydronic, steam & plumbing start-up & warranty services to external customers on products and equipment sold by the sales department. This process is normally completed on customer jobsites throughout our territory.

Who We Are Looking For:

We are looking for an individual that puts the customer first. A successful candidate will have hydronic, steam, plumbing and electrical knowledge and understand industry specific vocabulary. This person is driven with a passion to exceed customers' expectations in a responsive manner. This person enjoys solving problems using her/his technical & troubleshooting skills along with starting up new equipment.

Strong Microsoft Office and general computer skills are a must as there is daily interaction with Office and various business systems. Ability to use a laptop onsite to interface with factory software and equipment for product updates and diagnostics. Strong desire to learn how our products work and interact within their respective systems.

Responsibilities Include:

- Start-up, Service & Troubleshoot Equipment
 - Accountable for startup & warranty of mechanical equipment to end-users and mechanical contractors.
 - Ensure products are installed per the installation manual and factory recommendations and industry best practices.
 - Perform factory authorized start-up, service & troubleshoot products we represent: base mounted pumps, boiler feed units, condensate/vacuum units, variable frequency drives (VFD's), domestic water pressure booster packages, heat transfer packages, snowmelt packages, sump & sewage pumps, and humidifiers.
 - Analyze product installation, systems and components to help solve problems & recommend solutions.
 - Be able to replace parts: mechanical seals, bearing assembly, motors & couplers.
 - Make sure all materials, parts & components are available prior to execution of the job.

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- Documentation / Reporting
 - Complete all start-up documents within 48 hours in our business system.
 - Provide all internal paperwork: timesheets & expenses report in a timely manner.
- Customer Support
 - Provide short technical training for onsite maintenance personnel on the newly installed equipment. (i.e. owner training).
 - Provide in-depth product training to customers in a classroom setting.
 - Provide technical support & be able to troubleshoot systems or equipment issues via the phone.
- Communication
 - Be able to identify the proper parts required & communicate with other internal departments.
 - Must be able to train, mentor & provide leadership for sales staff & other service technicians.
 - Work closely with the Service Coordinator to provide the best-in-class service to customers.
 - Must be able to effectively interact with contractors, building owners, engineers and internal team members in a professional manner.
- Product Knowledge
 - Strong working knowledge of hydronic, plumbing & steam systems.
 - Excellent electrical troubleshooting skills including reading ladder diagrams.
 - Be willing to continuously improve on product & application knowledge of new products, product enhancement & upgrades by self-study, factory seminars & online webinars.

Requirements:

A high school diploma and a minimum of 5 years' experience in the industry. Technical school preferred. Proficient in Microsoft Office and able to use Adobe Acrobat.

- A valid driver's license is required.
- Must be insurable with no major infractions.
- Job requires travel throughout R.L. Deppmann entire territory: Michigan & Ohio
- Flexibility to work overtime/weekends as required.
- Follows all company safety policies & procedures.
- Must comply with OSHA regulations including lock-out / tag-out procedures.
- Mandatory annual drug testing required to access specific job sites
- Must be able to lift 50 – 75 pounds
- Truck, tools and technology hardware will be provided.

If you have these skills and the desire to join a driven team, send resume to Human Resources at careers@deppmann.com