

R. L. Deppmann Company

Job Title: Field Service Technician – Commissioning & Warranty Repair

Reports To: Startup & Warranty Manager

Location: Detroit, MI, Cleveland, OH

About Deppmann:

Since 1927, R.L. Deppmann has helped customers design, commission, maintain, and optimize commercial mechanical systems throughout Michigan and Northern Ohio.

We represent many of the industry's leading manufacturers, but our value extends far beyond supplying equipment. Our engineering, sales, customer service, warehouse, and factory-trained field service teams work together to help customers solve problems, reduce risk, and deliver successful projects from design through the entire lifecycle of their equipment.

Whether it's selecting the right equipment, supporting contractors during construction and installation, performing factory-authorized startups, troubleshooting complex systems, or helping owners maintain their equipment for years to come, our goal is simple: provide technical expertise, responsive service, and exceptional customer experience.

Our culture is built on technical excellence, teamwork, continuous learning, and empowering employees to make decisions that help our customers succeed.

Scope:

Provide hydronic, steam & plumbing start-up & warranty repair services for commercial mechanical contractors and commercial building owners on equipment sold by our sales department. This process is completed on customer jobsites throughout our MI-OH territory.

Who We Are Looking For:

We're looking for strong mechanical aptitude. Ideal backgrounds include industrial maintenance, millwrights, pump service, rotating equipment, water/wastewater maintenance, manufacturing maintenance, commercial mechanical service, industrial electricians with mechanical aptitude, and building engineers/stationary engineers.

We are looking for technicians who are customer-focused, solution-oriented, and committed to delivering exceptional service. That means taking ownership, working efficiently, solving problems collaboratively, and leaving every job site knowing the customer is in a better position than when we arrived. We take pride in helping projects succeed, even when that means assisting contractors in identifying installation issues, correcting wiring problems, or working through challenges that fall outside the strict boundaries of our scope.

Our goal is to develop factory-authorized technical experts. Many senior technicians began with pumps and VFDs before growing into specialists in boilers, controls, cooling towers, and complex hydronic, steam & plumbing systems.

Responsibilities Include:

- Factory-authorized startup and commissioning of commercial pumping systems
- Startup and programming of Variable Frequency Drives (VFDs)
- Laser shaft alignment
- Pump troubleshooting and diagnostics
- Mechanical seal, bearing, coupling, and motor replacement
- Hydronic system troubleshooting
- Read electrical wiring diagrams and perform basic electrical troubleshooting
- Provide owner training following equipment startup
- Work directly with contractors, engineers, and building owners
- Complete accurate electronic startup reports, service documentation, timecards, and expense reports in a timely manner.
- Provide responsive technical support to customers by phone, helping troubleshoot equipment and system issues.
- Communicate professionally and effectively with contractors and building owners
- Collaborate closely with fellow technicians, the Service Coordinator, and the Parts Department to deliver exceptional customer experience.
- The potential to expand into boilers, controls, cooling towers, and advanced equipment as experience and desire grows

Requirements:

A high school diploma and a minimum of 3 years' hands-on mechanical experience. 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