



Job Description

Job Title:	Field Operations Technician
Department / Location:	Operations / Deployment
Reports to (Job Title):	Operations Manager
Prepared by:	Operations
Date of Submission:	March 2025
HR Contact:	Nicole Gianvito

About Us

RedZone Robotics provides innovative and customized asset management solutions for underground infrastructure by delivering data-driven insights utilizing advanced robotics platforms, leveraging AI predictive tools and software to empower industry experts in making proactive decisions. RedZone Robotics believes that what lies underground directly affects the communities that live above. Our process, from inspection to data delivery, is guided by the belief we all deserve a safe place to live, work, play, and grow old.

If you are interested in a friendly, cooperative, and exciting corporate environment where you will be continually challenged and opportunities abound, RedZone Robotics is the place for you!

Learn more about us at www.redzone.com.

General Job Function

Our Field Operations Technicians are factory trained to operate and interpret the data that is collected from our highly specialized equipment, which is patented in the USA and not available internationally. For each contract that is presented, our technicians operate the robotic systems and analyze the data collected as necessary. RedZone's patented robotic inspection cameras and equipment use technology that provides digital information concerning underground water and sewer infrastructure using extensive sonar, laser, and video capabilities. This robotics technology is highly competitive and can only be operated by qualified RedZone technicians who are trained in depth both in its operation as well as in the interpretation and evaluation of the accumulated digital data.

Our technicians conduct mission-oriented data collection in various locations across the United States and Canada. The technician is responsible for robot ingress/egress deployment duties including but not limited to: robot configuration, robot scheduled and unscheduled field maintenance, robot tether, and support equipment maintenance and serviceability. This position may work independently or with a three to four person field service crew.

Duties and Responsibilities (in the order of priority)

THIS POSITION MAY TRAVEL TO OTHER COUNTRIES BUT PREDOMINANTLY U.S. TRAVEL

An example of what your schedule will look like: Work 2-3 weeks away from home, then off for 1 week at home.

- Responsible for transportation of company assets domestically across US





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• Responsible for executing flawless ingress and egress of robot in challenging locations
• Responsible for maintaining equipment load plans
• Responsible for tether management from reel to robot
• Responsible for configuring robot per deployment requirements
• Responsible for scheduled and unscheduled field maintenance
• Responsible for robot and support truck condition including physical security of robot and support truck
• Responsible for transporting robot and support truck to/from deployment locations
• Coordinates with Field Service Engineer Tech and Crew Leader to ensure compliance with scheduled and unscheduled maintenance procedures and schedules
• Coordinates with the Field Service Engineer Tech for proper robot operation
• Ensures that established safety procedures are followed at all times
• Serves as Entrant for Combined Space Operations
• Provides input on changes to standard operating procedures
• Maintains assigned equipment to standard
• Perform other duties as assigned

Education and Qualifications

Education Level (Degree, Area of Study) – Minimum Requirement:	High School Diploma, GED
Years of Experience (if applicable):	1+ years technical and/or maintenance experience
Additional Experience:	• Hands-on troubleshooting, assembly and repair experience • Experience with electro-mechanical & machine tool • Advanced capabilities in trades (plumbing, maintenance, carpentry, etc.) • Excellent computer skills (MS Office products); CCTV and/or wireless networks experience a plus • Strong verbal, written and computer communication skills • Ability to take direction • Technical school coursework
Professional Certifications:	DOT Medical Certification required; PACP certification, preferred CDL, preferred

Skills and Competencies

Communications	• Strong conceptual and visual design skills • Strong communication skills (written and verbal), ability to deliver message concisely
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	• Negotiation and persuasion skills to give assurances to internal and external customers that programs are sufficiently staffed and equipped in midst of multiple customers that compete for same resources • Ability to develop, implement and communicate administrative policies and processes within the organization • Strong propensity to listen and ask the right questions of customers and the organization • Being aware of others' reactions and understanding why they react as they do • Demonstrate strong proficiency in emotional intelligence – being able to maintain composure and communicate with tact in challenging situations • Fluent in English
Teamwork & Collaboration	• Ability to build and maintain interpersonal relationships, and influence at all levels of an organization • Ability to develop constructive and cooperative working relationships with others and maintaining them over time • Proactively reach outside the primary area of responsibility to solve conflicts or issues • Capability to partner with company's leaders to understand & drive overall cross-functional and business needs • High level interpersonal skills, poise, tact and diplomacy required to handle sensitive and stressful situations • Emotional Intelligence — position requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations • Highly resourceful with an ability to work independently or in a team on special, nonrecurring ongoing projects
Complex Problem Solving	• Learn quickly, adapt easily to changing technology/circumstances, and apply change management skills appropriately • Use creative planning and resource management skills to meet complex schedule, skills mix, cost and personnel issues • Support high peak resource demands proactively without compromising quality • Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions • The ability to tell when something is wrong or is likely to go wrong • Analyzing information and evaluating results to choose the best solution and solve problems • Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts

Essential Functions





Job Description

Check One

Supervision

☒	No Supervisory Responsibility
☐	Team Leader (does not hire/fire or conduct PFP)
☐	Supervisor – Supervises small crew
☐	Manager
☐	Director and above

Check One

Direction

☐	Works independently
☐	Under general guidance
☒	Under frequent direct guidance

Check One

Independent Judgment / Level of Discretion

☐	Little to none – constantly follows procedures and guidelines
☒	Moderate – follows rules with some discretion
☐	Significant creative – within general guidelines

Physical & Work Environment Requirements

This section covers any Americans with Disabilities Act requirements to perform the job. If the job requires lifting, bending, working with various equipment (including office) or any other physical demands, it should be noted in this section.

General Working Hours/Shift

Hours of Work per Day: 8-10

Shifts: 1

Environments consisting of:

- Office environments
- Dustiness
- Dampness
- Below Ground
- Uneven Ground
- Moving Vehicle
- Percent of time indoors – 10%
- Percent of time outdoors – 90%

Work activity consisting of:

- Work up to 16 hours per day – on average 10 hours, on average 5 days/week
- Work with others
- Work alone





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- Stand up to 8 hours – on average 6 hours
- Sit up to 4 hours – on average 4 hours
- Walk up to 8 hours – on average 3 hours
- Drive up to 11 hours – on average 4 hours
- Lift up to 80 lbs.
- Use of hands for basic hand and power tools and handheld computer and telephone equipment
- Walk long distances while carrying equipment
- Safe lifting, handling, and carrying alone and with team members Safe lifting, handling, and carrying alone and with team members

Work Materials Used/Protective Equipment Needed

Work Materials Used: Computer, cell phone, robotic equipment, handheld tools, ATVs (sometimes), protective equipment (eye, hearing protection, hard hat, steel-toed shoes, protective gear for water like waders, etc.)

Work postures consisting of:

- Lifting
- Bending
- Crouching
- Reaching
- Sitting
- Carrying
- Driving
- Speaking
- Standing
- Pushing
- Climbing
- Hearing
- Walking
- Pulling
- Kneeling
- Seeing

Physical Requirements

Lifting	Occasionally (1-33%)
Sitting	Frequently (34-66%)
Standing	Frequently (34-66%)
Walking	Frequently (34-66%)
Bending	Frequently (34-66%)
Carry	Frequently (34-66%)
Pushing	Occasionally (1-33%)
Pulling	Occasionally (1-33%)
Crouching	Occasionally (1-33%)

Balancing	Not Applicable
Driving	Frequently (34-66%)
Crawling	Not Applicable
Climbing	Occasionally (1-33%)
Kneeling	Occasionally (1-33%)
Reaching	Occasionally (1-33%)
Speaking	Frequently (34-66%)
Hearing	Frequently (34-66%)
Seeing	Constantly (67-100%)

Physical Tasks

Task Description	Typical Weight	Maximum Weight	Typical Distance	Frequency
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Personal luggage	10 lbs.		Up to 50 yards	Frequently
Materials and Information	80 lbs.		Up to 50 yards	Frequently
Laptop	4 lbs.		Up to 50 yards	Frequently

Travel Requirements

Overall frequency of travel: 50% +

Local travel (driving): **50%+**

In-country travel (flying): **25% to 50%**

International (flying): **Less than 10%**

