RedZone Robotics
195 Thorn Hill Road, Suite 110
Warrendale, PA 15086
www.RedZone.com

Job Description

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
• 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

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Years of Experience (if applicable):	1+ years of 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 • 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

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Complex Problem Solving	• Highly resourceful with an ability to work independently or in a team on special, nonrecurring ongoing projects • 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