

# **Astec, Inc.**

## **Job Description**

Job Title: Controls Support Technician  
Department: Service  
Reports To: Department Manager or Assistant Department Manager  
FLSA Status: Exempt

### **SUMMARY**

Working with customers and Astec employees, the technician ensures proper installation and operation of new or used hot mix asphalt plants and soil remediation plants to include products offered by Astec, Inc. and all of its sister companies, as well as products offered by other manufacturers relating to the HMA and aggregate industries. Consults with engineering to analyze and remedy problems and is instrumental in training customer employees in proper operational tasks for maximum/minimum plant efficiency.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supervises customer employees or Astec construction employees as to erection or start-up of new or used equipment.
- Responsible for organizing the erection of equipment, proper placement, and the order in which it will be erected.
- Responsible for keeping the customer calm and happy with purchased products and ensure the product will perform to their satisfaction. Technicians will play a VITAL role in calming the fears of customers that have serious or non-serious plant issues.
- Responsible for proper operation of all electrical, electronic, and mechanical components ensuring proper sequencing/interlocking and proper applications of each of these systems.
- Once erected, technician personally oversees the calibration process for truck scales, belt scales, asphalt metering system, cold feed bin systems, recycle systems, mineral filler systems, and other material feed systems. Calibration must meet local, state, and federal guidelines in most cases.
- Demonstrate proper plant start-up sequence and operation of all HMA equipment so as to produce a product to meet or exceed the specs.
- Routinely conduct operator skills training for selected customer employees to include start-up sequence, waste management, troubleshooting, electrical and mechanical basics, and control systems operations.
- Subject to recall for operational adjustments or remedies after plant start-up.
- Will be consulted regarding warranty issues on Astec Industries products.
- Responsible for securing people, whether they are hired locally or sent directly from Astec's facility, and responsible for directing and supervising their work.
- Responsible for repair and/or replacement of faulty parts/equipment which may malfunction on site.
- Responsible for rental and return of miscellaneous equipment (cranes, forklifts, welding machines, cutting rigs, and any other tool needed to perform the job properly and safely) related to repair of existing equipment and for new installations and required to keep track of rental duration.
- Help coordinators work out any back charges that might have occurred during erection or on a service call.
- Responsible for telephone service assistance as needed, working from Astec, Inc. offices or home. The Service Technician is a primary Astec contact for customers.
- Generate written field service reports for daily activities and submit reports as required.
- Responsible for coordination with and communication to Astec engineering group related to product or process issues to include design recommendations.

- Work with the sales department to ensure the plants have everything the customer needs or wants on their retrofitted or new equipment.
- Be available 7 days a week, 24 hours a day for the customer, Service Director, and Service Coordinators.
- Responsible for reporting any damage to equipment during shipment or erection.
- Will be required to perform any and all other tasks related to summary description.
- Follows company policies and procedures at all times.
- Follows proper safety rules and procedures at all times.
- Performs other duties as assigned.

## **SUPERVISORY REQUIREMENTS**

Directing work and supervising work of assigned Astec and contracted employees for plant start-up operations (typically 3 – 4 employees).

## **KNOWLEDGE, SKILLS, and ABILITIES**

- Knowledge of electrical and electronic circuits required.
- Ability to prepare for and conduct training classes and speak in front of groups required.
- Ability to manage and supervise others required.
- Knowledge of erection equipment to include cranes and rigging, and communication skills related to erection required.
- Knowledge of and skills to read mechanical, electrical, and electronics blueprints and designs required.
- Knowledge of circuitry, pneumatic, hydraulic, and other power transmission equipment required.
- Knowledge of heat transfer, drying principles, emissions, and safety regulations related to HMA equipment required.
- Knowledge of combustion principles, burner troubleshooting techniques, burner adjustment on gas/oil/propane burners required.
- Basic working knowledge of manufacturing equipment related to the HMA industry required.
- Willingness and ability to travel extensively, nationally and internationally, and on a moment's notice required.
- Excellent oral and written communication skills required.
- Ability to manage conflict and resolve issues in the most positive fashion for all parties concerned required.
- Basic arithmetic skills required.
- Basic computer skills to include Windows 95, 98, 2000, PM96, WM 2000, TC 2000, BC 4000, Seltec, and Libra required.
- Strong analytical and troubleshooting skills required.
- Ability to weld occasionally – prefer skills in stick, certain types of wire welding (mig), use of cutting torch, skilled in steel fabrication, assembly, and modifications.
- Ability to recommend to customers what will work with their existing systems and recommend proper equipment for different types of applications, and coordinate this information to sales, service department, and parts if necessary for an easy sales transition.
- Minimum 5 years experience in construction equipment, manufacturing, or related fields and acquired knowledge of these fields required.
- Minimum 3 – 5 years experience in HMA industry and acquired knowledge in this field is highly desirable.
- Experience working alone or in small groups and being comfortable with independence on the job required.
- **Minimum high school diploma or equivalent and prefer minimum 2 years in post high school education such as trade or vocational school. Prefer electrical related associate degree.**
- Must be able to work satisfactorily as a team member.

## **REASONING ABILITY**

Ability to solve practical and complex problems relating to mechanical, electrical, and operational issues of asphalt plants and related equipment. Ability to deal with a variety of situations relating to job requirements, including dealing with irate customers.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop and kneel, or crawl; and talk and hear. The employee frequently is required to stand, walk, and sit. The employee must occasionally lift and/or move up to 40 pounds. This position is required to operate an automobile and travel by airplane. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to risk of injury in a typical asphalt plant environment. These risks include but are not necessarily limited to moving mechanical equipment, heights, electricity, mobile industrial equipment, and loud noises. The employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to dust, toxic or caustic chemicals, extreme cold, and extreme heat. The employee is frequently exposed to hazards that are associated with airplane and/or automobile travel.

Note: This job description is intended to be a general guideline of areas of responsibility. There will be incidental tasks not listed on a job description that arise at various times. These tasks are assigned to help out the department and company and, as a member of the Astec, Inc. team, each employee is expected to help in these areas.