



***Make a Way.***

**Position:** Field Service Technician

**Job Type:** Full-time/ Exempt

### **About WORD Rock Drills**

WORD Rock Drills is a family-owned and faith-based manufacturer of high-quality rock drilling attachments for skid steers and excavators. Founded in 2006, we are a growing company based in Elon, North Carolina, serving diverse industries, including solar, foundation, mining, fencing, and more. We are committed to providing versatile drilling solutions, delivering exceptional customer service, and building lasting relationships with contractors and distributors.

### **Our Core Values:**

- **Above and Beyond:** Go above and beyond in attitude and effort
- **Fun:** Not everything we do is fun, but we have some fun every day
- **Row Together:** Communicate. Work together. A boat doesn't go forward if everyone is rowing in their own direction.
- **Navigator:** We prioritize customers, are eager to learn, admit mistakes, and encourage teamwork.
- **Grit:** Committed to the team and goals even when things get tough. We don't wait for a way, we make a way.

### **Job Description – Field Service Technician**

The Field Service Technician is a role that brings WORD's commitment to customer excellence directly to the field. As the face of our company on location, you'll embody the highest standards of customer service and maintain a solutions-focused mindset while handling the installation, training, and troubleshooting of customer machines in diverse field environments.

To thrive in this role, you should have solid mechanical skills, including hydraulics and heavy equipment knowledge. Prior experience with rock drilling rigs or construction sites is a valuable advantage.

Our Field Service Technicians are known for a strong work ethic, reliability, adaptability in the field, problem-solving under pressure and working independently with minimal oversight. It is an ideal role for those with a technical aptitude who require minimal supervision and enjoy a high degree of technical skill.



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### **Key Responsibilities:**

- Inspect, troubleshoot, repair, and maintain drilling equipment in the field and at customer job sites
- Install drilling attachments and perform maintenance and repair services
- Demonstrate drilling methods and educate customers on safe operation, maintenance, and best practices
- Provide on-site and phone-based technical support to customers
- Identify quality or performance issues and collaborate on corrective solutions  
Assist internal teams with troubleshooting, quality control, assembly, and refurbishment as needed
- Maintain professional conduct and represent WORD Rock Drills' core values at all times

### **Education/ Experience:**

- High school diploma or GED required; technical, trade, or vocational training preferred
- 3+ years of experience working with heavy equipment, construction equipment, drilling equipment, or hydraulic systems preferred
- Prior field service, equipment installation, or on-site repair experience preferred
- Experience operating or servicing skid steers, excavators, or similar heavy equipment a plus
- Familiarity with rock drilling equipment, augers, or foundation drilling methods preferred
- Experience providing customer training or technical support in the field preferred

### **Skills/ Qualifications:**

- Strong mechanical aptitude with working knowledge of hydraulic systems
- Ability to diagnose and troubleshoot mechanical, hydraulic, and basic electrical issues
- Excellent customer service and communication skills
- Ability to work independently while managing multiple field priorities
- Strong problem-solving skills and adaptability in changing environments
- Strong organizational and documentation skills
- Commitment to safety standards and best practices
- Valid driver's license with acceptable driving record

### **Working Conditions**

- Frequent travel required (up to 75%), including domestic and international travel
- When not traveling, work is performed on-site at the company's corporate location in Elon, NC



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- Work conducted at active construction and industrial job sites with exposure to weather, noise, dust, vibration, and heavy equipment
- Physical demands include standing, walking, climbing, bending, kneeling, and lifting up to 50 pounds
- Frequent use of tools, diagnostic equipment, and mobile technology
- Standard business hours with flexibility for customer needs, including occasional (though rare) weekend work
- Compliance with all company and customer safety policies, including required PPE

Note: We welcome candidates who embrace adventure and are enthusiastic about the opportunities this role offers. Prior to applying, please ensure you have considered the travel and on-site requirements and are willing to commit to them.

### **Benefits**

- Medical Insurance
- Dental insurance
- Vision Insurance
- Health Savings Account
- Life Insurance
- 401(k) with match
- Paid Time Off
- Paid Holidays

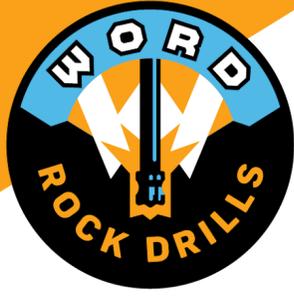
We offer a variety of traditional and non-traditional benefits. Details of these offerings can be found on our careers page located at [www.wordrockdrills.com/careers](http://www.wordrockdrills.com/careers).

### **Compensation Package**

- Base Salary

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

*Note: WORD Rock Drills is an equal opportunity employer that encourages applicants from diverse backgrounds to apply. We are committed to fostering an inclusive environment where all qualified*



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*candidates are considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status.*