

Job Description: Field Technician

Position Summary:

The Field Technician is the most customer facing position in the company, and requires exceptional customer relations skills. The Field Technician works primarily in customer residences, schools, churches, and other locations throughout the Portland metro area, although there may be times that jobs need to be worked on in the shop. The Field Technician maintains, repairs, tunes, voices, regulates actions and rebuilds pianos using specialized tools and equipment.

Essential Job Functions:

1. Tunes and voices instruments (using tuning hammer and computerized tuning tools) and regulates pianos as required, to a high level of musical excellence, demonstrating discretion and judgment relative to the artistic need of customer.
 2. Regulates and adjusts piano actions accurately to specifications or alters scientifically to optimize performance.
 3. Repairs or replaces parts such as broken strings, hammers, action parts, tuning pins, and pedal mechanisms, etc.
 4. Assesses condition of pianos and rebuilds/refinishes pianos in the shop (e.g., restores the action, replaces leather and felt, replaces strings and worn parts, resurfaces and refinishes wooden parts).
 5. Restores instruments, including analyzing, re-scaling, and redesigning piano components beyond normal factory specifications; rebuilds instruments to include all phases of sounding board, bridge, and complete action mechanism replacement.
 6. Works independently, with direction from the supervisor and scheduler.
 7. Drives from job to job, effectively uses time to meet all appointment deadlines.
 8. Performs related job duties as required.
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Essential Job Requirements:

1. General music background.
2. Knowledge and skill in piano tuning with the use of a computerized tuning meter, or aurally.
3. Knowledge and skill in soundboard, structural rebuilding and action replacement.
4. Skill in both verbal and written communication in English.
5. Knowledge of basic computer and smart phone use.

Minimum Qualifications:

1. Education and Training: High school plus training/piano technicians apprenticeship
2. Ability to use common and specialized hand tools
3. Driver's License and clean driving record
4. Physical Demands: Able to lift equipment and piano parts (up to 100 lb.) as necessary, and move or assist with moving pianos as required.

In order to be hired as a Regular Full-time Field Technician, the candidate must have served as an Artisan In-House Technician for some period of time to demonstrate knowledge, proficiency and competency in the necessary requirements to be fully trained Artisan Field Technician.

Compensation: Artisan Piano Services is committed to paying their technicians more than the average self-employed technician. They have job security, paid vacations and holidays; all expenses are paid including training, tools and company vehicle (or mileage reimbursement). We realistically expect our technicians to be able to earn \$55,000 - \$75,000+ based on production volume and type of service provided, and we provide all that is necessary to achieve it. \$25-\$28 per hour depending on location (Seattle \$28 vs. Portland \$25)