

**Job Description****Service Technician I****Department:** Service**Reports To:** Service Manager**Direct Reports:** None**About Imtra:**

Imtra is an importer and manufacturer of high-quality marine products. Since 1952, we have provided quality solutions and products that meet the needs of our customers in commercial, industrial, and leisure marine energy and transportation settings.

Our employees are passionate about our culture, customers, and the future of Imtra. We pride ourselves on being 100% employee-owned, operating with integrity, and building long-lasting relationships with our customers and supply partners.

Each employee benefits from the ownership through earning company stock, year-end bonuses, and a voluntary 401(k) plan with a robust match. Imtra takes pride in offering employees and their families a diverse range of health and wellness programs.

Imtra's people-focused culture enables us to provide comprehensive employee experience that allows each employee to achieve their full potential and thrive personally and professionally while enjoying their work.

**Position Summary**

The Service Technician I evaluates, repairs, and supports warranty-related product returns while assisting in the overall operation of the service shop. This role is ideal for someone with basic mechanical and electrical knowledge who is eager to learn and develop within IMTRA's service environment.

**Key Responsibilities**

- Evaluate and troubleshoot returned products for warranty consideration with guidance from senior technicians and leadership
- Repair and rebuild failed products following company standards and documented procedures
- Communicate warranty decisions and repair evaluations clearly and professionally with customers, vendors, and internal team members via phone and email
- Support the daily operation and upkeep of the service shop in coordination with service team members, product managers, and engineering
- Maintain comprehensive, clean, and accurate records, including service documentation and order entry
- Follow all safety protocols and contribute to a clean, organized workspace

**Key Performance Indicators (KPIs)**

- Accurate and timely repair of failed products, leveraging support when needed
- Clear and professional communication of warranty decisions
- Well-organized service shop with thorough and accurate documentation

- Consistent adherence to quality standards and safety procedures

### **Qualifications & Experience**

- Basic understanding of **DC, AC, and hydraulic components**, circuitry, and troubleshooting
- Mechanical aptitude and hands-on repair experience
- Basic computer skills (email, documentation, order entry)
- Prior experience in the **marine industry or boating** strongly preferred
- Strong attention to detail and ability to follow established processes
- Willingness to learn and grow technical skills

### **Core Competencies**

- Technical/mechanical aptitude
- Problem-solving skills
- Clear and professional communication
- Organizational skills and attention to detail
- Team collaboration
- Reliability and initiative

### **Compensation and Benefits Overview**

#### **Pay Range**

The pay range for this position is \$51,000 – \$95,000 annually, depending on skills, experience, qualifications, and geographic location. In addition to base pay, employees may be eligible for performance-based bonuses and/or other forms of variable compensation, depending on the position. Exact compensation will be determined based on individual experience, internal equity, and local market conditions.

#### **Comprehensive Benefits**

At IMTRA, we believe in taking care of our employees and their families. As an employee-owned company, we offer a competitive benefits package that supports your financial, professional, and personal well-being:

- Competitive Salary – Fair, market-based pay aligned with your skills and experience
- Annual Bonus Program – Rewarding individual and company performance
- Employee Stock Ownership Plan (ESOP) – Share directly in the company's long-term success
- Health, Dental & Vision Insurance – Comprehensive coverage with significant company contributions to keep premiums affordable

- 401(k) Retirement Plan – Generous company match to help you build long-term financial security
- Company-Funded Insurance – Life, AD&D, Short-Term Disability, and Long-Term Disability at no cost to you
- Paid Time Off (PTO) & Company Holidays
- Other Key Benefits – wellness programs, tuition reimbursement

**We are committed to providing fair and competitive compensation along with benefits that help you and your family thrive.**

IMTRA values a diverse workforce. We are committed to a culture of equality and inclusivity that fosters dialog, innovation, compassion, respect, and collaboration. All qualified applicants will receive consideration for employment regardless of race, ethnicity, age, religion, national origin, sex, sexual orientation, gender identity, veteran status, disability status, neurodiversity, or any other protected characteristic outlined by federal, state, or local laws.

To Apply, please submit your resume to [resume@imtra.com](mailto:resume@imtra.com)