



Chance Rides Manufacturing, located in Wichita, KS has been delivering entertainment to the amusement industry since 1961. We take pride in being a leading manufacturer of amusement rides and people movers worldwide.

For over 60 years, Chance Rides has been at the heart of manufacturing excellence in the amusement industry, and we are committed to continuing that standard of excellence for many more years to come.

We are currently seeking a ***Field Service Technician*** to install, troubleshoot, and maintain Chance Rides extensive product line of amusement rides and people movers. This position reports to the Customer Service Manager.

**Job Duties:**

- Travel as needed to customer locations (national and international) to install or troubleshoot with high regard of customer service and quality.
- Utilize mechanical and electrical knowledge to comprehend the facets of design, manufacturing, assembly, installation, and troubleshooting of products
- Oversee installation projects onsite by delegating, communicating, training, organizing and facilitating effectively.
- Follow safety guidelines and others in the field do so; report such violations to management.
- Other duties as assigned by supervisor.

**Job Expectations:**

- Represent Chance Rides with a positive and professional manner while in the field.
- Work as a team with co-workers and outside customers to assist in creating and implementing successful installations and solutions in troubleshooting.
- Communicate clearly and effectively with Customer Service Manager and representatives.
- Utilize experience and a wide degree of independent judgment while in the field to plan and accomplish goals; perform a variety of tasks related to field service and meet deadlines.
- Team-player who can work effectively with all personnel in the company and assist in creating and implementing solutions to issues.
- Work to improve systems, practices, expenses in regard to customer and field service.



**Job Requirements:**

- Bachelor's degree in an engineering or technical field preferred.
- 3-6 years of experience in the industry, field of study, mechanical/electrical, overseeing assembly and/or installation of quality specialized products.
- Proven understanding of electrical/mechanical applications, project management, and quality assurance programs.
- Ability to travel nationally and internationally 60-70% of the year, sometimes for extended periods.
- Strong communication (oral and written), customer service, technical, troubleshooting skills.
- Sound organizational skills, proven ability to delegate tasks, and experience with customer relations a must.
- Strong computer and mobile device skills a must.
- Ability to manage time to arrive on-time and as schedule to job sites and work within established guidelines and procedures.
- Valid driver's license and good driving record; valid passport (or able to obtain one).
- Experience with mechanical design concepts and Auto CAD, Pro-E, and prototype development a plus.
- Familiar with ASTM safety standards a plus.
- Experience in the amusement industry a plus.

**Chance Rides Offers:**

- Competitive salary (commensurate with experience)
- Comprehensive benefits including medical/dental/vision
- 401(k) with company match
- Flexible Spending Accounts
- Personal, Vacation and Holiday Pay

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Chance Rides is an Equal Opportunity Employer**