Field Technician

Overview

Foundation Technologies, Inc. is a family-owned manufacturer & distributor of deep foundation construction products. Contractors & engineers rely daily on our best-in-class products, industry leading technical expertise, and on the ground field support for a wide range of deep foundation applications. An 8x consecutive recipient of Great Place to Work®, FTI has a tight knit family culture, where team members are deeply cared for and empowered to work in their highest and best gifting in an atmosphere that supports professional & personal growth.

We believe people do their best work when they feel supported, respected, and valued - not just as employees, but as individuals. Our culture is close-knit, collaborative, and grounded in trust. When someone joins FTI, they are not just taking a job - they are joining a team that looks out for one another.

The Position

The Field Technician is responsible for providing job site support, installation guidance, testing services, inspections, troubleshooting assistance, and customer support for deepfoundation systems and related deep foundation applications. This role works directly with contractors, engineers, and project stakeholders to help ensure projects are executed safely, efficiently, and in accordance with project requirements and industry best practices.

The Field Technician serves as an important extension of FTI's technical expertise in the field by supporting customers during installation, testing, and project execution activities. This position plays a critical role in strengthening customer relationships and reinforcing FTI's reputation for exceptional service and technical support.

The ideal candidate combines strong mechanical aptitude, construction knowledge, customer service skills, attention to detail, and a willingness to learn and grow within the deep foundation industry.

Reporting Relationship

This position reports directly to the Director of Field Operations and works closely with Senior Field Technicians, Engineering, Sales, Product Management, Customer Service, contractors, engineers, owners, geotechnical consultants, and project stakeholders.

Core Responsibilities

1. Field Support & Project Assistance

- Provide field support for deep foundation systems and related deep foundation applications.
- Assist customers with installation guidance and project execution activities.
- Support load testing, verification testing, inspections, and field evaluations.
- Observe field conditions and communicate findings to customers and internal teams.

- Assist with troubleshooting installation and job site challenges.
- Help ensure field activities align with project requirements and company standards.

Outcome: Customers receive reliable field support that contributes to successful project execution.

2. Customer Service & Technical Support

- Serve as a professional representative of FTI at jobsites and customer locations.
- Assist customers with technical questions and field-related concerns.
- Provide responsive communication and support throughout project activities.
- Build positive relationships with contractors, engineers, and project stakeholders.
- Support customer satisfaction through professionalism and service excellence.
- Help strengthen customer confidence in FTI's products and expertise.

Outcome: Customers receive exceptional service and support throughout their projects.

3. Testing, Inspection & Documentation

- Perform field testing, inspections, and data collection activities as assigned.
- Maintain accurate testing records and field reports.
- Document project observations, measurements, and findings.
- Ensure reports are completed accurately and submitted on schedule.
- Support quality assurance efforts through accurate documentation.
- Assist with maintaining project records and historical data.

Outcome: Project information is documented accurately and supports informed decision-making.

4. Safety & Compliance

- Follow company safety policies and customer safety requirements.
- Participate in safety meetings, training programs, and jobsite safety activities.
- Identify potential hazards and communicate concerns appropriately.
- Utilize proper personal protective equipment and safe work practices.
- Support a culture of safety and accountability.
- Maintain professionalism in all field environments.

Outcome: Field activities are conducted safely and responsibly.

5. Equipment Operation & Maintenance

- Operate field equipment and testing equipment safely and responsibly.
- Inspect equipment prior to use and report maintenance concerns.
- Maintain company equipment, tools, and vehicles in good condition.
- Assist with equipment setup, transportation, and organization.
- Follow proper procedures for equipment use and storage.
- Protect company assets through responsible operation and care.

Outcome: Equipment remains reliable, safe, and available to support customer needs.

6. Technical Learning & Professional Development

- Continuously expand technical knowledge of deep foundation systems and applications.
- Learn installation methods, testing procedures, and industry best practices.
- Participate in training, mentoring, and professional development opportunities.
- Seek opportunities to improve technical and customer service skills.
- Learn from Senior Field Technicians and Engineering personnel.
- Support ongoing improvement of field service capabilities.

Outcome: Technical knowledge and professional capabilities continue to grow.

7. Teamwork & Operational Support

- Collaborate effectively with internal departments and field personnel.
- Support scheduling and project coordination efforts.
- Assist with special projects and departmental initiatives as assigned.
- Contribute positively to team culture and company objectives.
- Maintain flexibility to support changing business needs.
- Demonstrate reliability and accountability in daily responsibilities.

Outcome: Field Operations functions effectively and supports overall divisional success.

This Position Will

- Demonstrate professionalism and a strong work ethic.
- Build trust and credibility with customers and teammates.
- Communicate clearly and respectfully.
- Maintain a positive and solution-oriented attitude.
- Operate safely and responsibly.
- Take ownership of assigned responsibilities.
- Remain adaptable and willing to learn.
- Represent FTI positively in all interactions.
- Contribute positively to a collaborative and high-performing team culture.

Qualifications

- 1+ years of construction, field service, testing, or related industry experience preferred.
- Experience within deep foundations, civil construction, geotechnical construction, or related industries preferred.
- Strong mechanical aptitude and problem-solving abilities.
- Ability to read and interpret construction plans and specifications preferred.
- Strong communication and customer service skills.
- Ability to work independently and as part of a team.
- Willingness to travel extensively as required.
- Valid driver's license required.
- Ability to safely work in active construction environments.
- Ability to lift, move, and handle field equipment as required.

What Winning Looks Like

- Customers consistently receive professional and dependable field support.
- Testing, inspections, and field activities are completed accurately and safely.
- Documentation is reliable, organized, and submitted on time.
- Equipment is maintained and operated responsibly.

- Customer relationships strengthen through positive field interactions.
- Technical knowledge continues to grow through training and experience.
- Safety expectations are consistently followed.
- Internal teams trust your reliability, professionalism, and responsiveness.
- Field Operations continues to deliver exceptional customer experiences.

Our Core Values

Go the extra mile - because details matter.
Start with empathy - assume the best in others.
Be a straight shooter - communicate honestly and respectfully.
Hone your craft and be generous with it - we grow by helping each other grow.

Why People Stay

People often join us for the role - but stay because of the relationships.

As a family-owned company, we offer something increasingly rare: stability, genuine care for employees, approachable leadership, and a culture where people are known - not just managed.

Here, your work matters. And so do you.

FTI Culture

- How we serve: Go the extra mile.
- How we treat others: Start with empathy.
- How we communicate: Be a straight shooter.
- How we grow: Hone your craft and be generous with it.

https://www.foundationtechnologies.com/company/culture/

Compensation and Benefits

- Excellent base pay (based on experience)
- Company vehicle eligibility based on role requirements
- FTI covers Medical Insurance 100% personal + 50% of dependents.
- Benefits, Critical Illness, Dental & Vision Insurance options
- 11 Paid Holidays
- Long Term Disability
- Wellness & Vacation Days
- Simple IRA with FTI match up to 3%
- Work/Life Balance

Foundation Technologies, Inc. offers a competitive salary commensurate with experience and an excellent benefits package. To apply, send resume & cover letter to: hr@foundationtechnologies.com