First Tracks Mechanical

HVAC Service Technician Job Description

First Tracks Mechanical | Full time | Colorado

First Tracks Mechanical is seeking an HVAC Service Technician to diagnose, repair, and maintain residential and commercial HVAC systems. This is a service role centered on troubleshooting, repairs, preventive maintenance, and equipment replacements in occupied homes and businesses. You will run service calls, solve problems in the field, and communicate clearly with customers.

Primary Responsibilities

- Respond to residential and commercial service calls, including no-heat and no-cool calls.
- Diagnose and repair furnaces, air handlers, heat pumps, split systems, ERVs/HRVs, and controls.
- Troubleshoot ignition, flame sensing, blower, electrical, and thermostat & control issues.
- Perform preventive maintenance, including filter changes, cleaning, safety checks, and combustion testing.
- Explain findings, repair options, and pricing to customers in a clear and professional manner.
- Ensure all work complies with applicable codes, manufacturer instructions, and safe work practices.
- Protect customer homes and businesses and leave every work area clean when the call is complete.
- Report call outcomes, follow-up needs, and parts requests to the service manager or office.

Secondary Responsibilities

- Recommend equipment replacements and assist with quoting replacement and upgrade work.
- Perform like-for-like equipment change-outs and minor duct repairs as needed.
- Measure airflow and static pressure to diagnose comfort and performance issues.
- Document labor, parts, and service work accurately on each call.
- Maintain service vehicle inventory and care for company tools and equipment.
- Ability to take after-hours service calls on a rotating on-call schedule with other technicians

Minimum Qualifications

- High school diploma or GED and EPA Section 608 certification.
- Experience diagnosing and repairing forced air heating and cooling equipment.
- Working knowledge of electrical circuits, wiring diagrams, and use of a multimeter.
- Valid driver’s license and an acceptable driving record.
- Ability to use HVAC tools safely and perform field work, including lifting, climbing ladders, working in attics, crawlspaces, and confined spaces, and working in varying weather.
- Clear communication and a professional, customer-focused approach in homes and businesses.

Preferred Qualifications

- Experience with high-efficiency and modulating furnaces, heat pumps, and communicating controls.
- NATE certification or manufacturer training certifications.
- Commercial rooftop unit service experience.

Benefits

- 6 paid holidays.
- PTO eligibility after 1 month of employment.
- Employer paid health insurance.
- Fuel reimbursement.

Compensation

$35–$55 per hour. Pay within this range depends on experience, certifications, technical skills, and customer service skills.