First Tracks Mechanical

Plumbing Service Tech Job Description

First Tracks Mechanical | Full time | Colorado

First Tracks Mechanical is seeking a Plumbing Service Technician to diagnose, repair, and maintain residential and commercial plumbing, boiler, and hydronic heating systems. This service role centers on troubleshooting, repairs, maintenance, and equipment replacements in occupied homes and businesses. You will work under a licensed Master Plumber and communicate clearly with customers.

Primary Responsibilities

- Respond to residential and commercial service calls, including no-heat, no-hot-water, and leak calls.
- Diagnose and repair water heaters, fixtures, faucets, valves, drains, and water & gas piping.
- Service and repair boilers, circulators, zone valves, expansion tanks, radiant systems, and controls.
- Perform boiler and water heater maintenance, including 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 water heater and boiler change-outs under the direction of the Master Plumber.
- Troubleshoot hydronic flow, and pressure problems and check glycol quality and concentrations.
- 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 registration, or eligibility to register, as a Colorado plumbing apprentice.
- Experience diagnosing and repairing plumbing systems and boiler or hydronic heating 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 plumbing tools safely and perform field work, including lifting, climbing ladders, working in crawlspaces, mechanical rooms, and confined spaces, and working in varying weather.
- Clear communication and a professional, customer-focused approach in homes and businesses.

Preferred Qualifications

- Colorado Journeyman or Residential Plumbing license.
- Experience with high-efficiency modulating condensing boilers and tankless and indirect water heaters.
- Commercial boiler service experience or backflow prevention tester certification.

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, licensing, certifications, technical skills, and customer service skills.