

Job Description – Service Technician

Job title	Service Technician
Location & Remote Work Conditions	Base location – Orlando, FL or Arlington, TX Required to travel to service project locations as required to meet the goals of the business
Date	2026
Reports to	Service Manager
Purpose of the Role	<p>At Dynamic, we design, build and commission complex electro mechanical people-carrying systems and specialty structures for world-class theme park attractions, observatories, and other industrial applications.</p> <p>In the role of <u>Service Technician</u>, you will be on-site providing technical maintenance and repair expertise and working with the leading names in the theme park industry. You will be a self-starter and trusted with autonomy to manage your work production schedule with guidance from our experienced team of professionals. You will service and maintain existing ride systems to the highest standard in the industry. You may oversee small teams of technicians to complete the work on time and on budget.</p>
Key Responsibilities	<p>Service</p> <ul style="list-style-type: none"> • Performing and/or supervising on-site ride systems service projects that include the installation, repair, and maintenance of large industrial equipment such as hydraulics, pneumatics, power transmission equipment, conveyors, and cables. • Inspecting and assessing the condition of rides systems equipment and determining what type of repair is required. • Sourcing parts, tools, and equipment needed to perform repair and service work. • Developing successful business relationships with our clients. This includes the following: <ul style="list-style-type: none"> ○ Showing the customer you understand their needs and challenges ○ Meeting the customer’s needs by providing workable solutions ○ Delivering to the customer on what has been promised ○ Maintaining good open communication with the customer • Using common precision measuring instruments such as calipers and micrometers • Complying with Dynamic’s and worksite safety requirements for yourself and your team, using the appropriate Personal Protective Equipment (PPE), Lock Out/Tag Out (LOTO), and any other hazard mitigations required for each task performed

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	<p>New Business</p> <ul style="list-style-type: none"> • Support the business in the development of successful business relationships with clients through phone calls, emails, personal park visits, industry tradeshow, and other means. • Support the business in the development of budgets and language for service proposals. • Integrate with the company proposal review process for risk management, as required • Stay up to date and develop industry leadership with attendance and participation at relevant conferences and industry gatherings • Support and contribute to the growth plans for the business <p>Safety and Risk Management</p> <ul style="list-style-type: none"> • Oversee and proactively manage safety risks across each service project. • Follow all required safety and risk management processes as outlined by DE and by the Client • Ensure the implementation of industry leading safety standards and practices across the project. • Ensure Quality management procedures and processes are implemented across the project. <p>People and Communication</p> <ul style="list-style-type: none"> • Use communication best practices for the successful execution of the project • Support the implementation and execution of shared learning, including best practices. • Champion Dynamic’s values, ethics and vision throughout the execution of the project. <p>Perform other duties as may be reasonably assigned by your manager</p>
<p>Relationships and Special Requirements</p>	<p>Key Relationships</p> <ul style="list-style-type: none"> • Service Manager • VP, Parts and Service • Sales Team <p>Direct Reports</p> <ul style="list-style-type: none"> • Service Technicians – As required for each project <p>Up to 75% travel may be required</p>
<p>Measurements and Competencies</p>	<ul style="list-style-type: none"> • Communication – effective and clear • Leadership in the solving of complex problems • Proactive and focused approach to identifying and resolving problems • Willingness to take responsibility to tackle complex and sensitive technical issues

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	<ul style="list-style-type: none"> • Decisive and consistent decision making • Risk aware and opportunity seeking • Collaborative client engagement management • Internally focused to drive external performance • Astute on the management and oversight of sub-contractor/vendors • Commercially aware • Goal driven
<p>Skills and Qualifications</p>	<ul style="list-style-type: none"> • 3+ years’ work experience in Maintenance and/or Field Sales & Service in the theme park industry preferred • Bachelor’s degree or higher in a related field preferred • Must have experience servicing large industrial equipment including hydraulics, pneumatics, power transmission equipment, conveyors, and cables • Knowledgeable of the types and proper use of tools and equipment needed for service work • Must be able to successfully interact with and build professional relationships with customers • May require lifting of up to 50lbs. Work is physical in nature and may include the following: <ul style="list-style-type: none"> ○ Working at heights of 100 feet or higher while using proper fall protection equipment and personal protective equipment. ○ Stooping, crawling, kneeling, standing, and reaching overhead for long periods of time. ○ Climbing ladders 100 feet or taller while using proper fall protection equipment and personal protective equipment. ○ Lifting and carrying items up ramps or stairs. • Fluency in Word, Excel, AutoCad and Inventor preferred • Preferred certifications: <ul style="list-style-type: none"> ○ Aerial Lift Operator ○ Forklift Operator ○ NAARSO and/or AIMS Inspector ○ NDT Inspector (various forms)