

# **Energy Career Profile**

## Putting STEM to Work

Service Technician

Median average salary: \$43,083

Natural gas service technicians lay pipe for steam or gas mains and are essential for the smooth operation of both electric and gas utilities. Another common job title within the field is valve and regulator repairer. Due to its efficiency, cleanliness, and reliability, natural gas is growing increasingly popular, and more natural gas means more job opportunities for gas technicians.

#### What does it take to be a natural gas service technician?

Natural gas service technicians need to develop specific skills in order to do their job well, and many of these are STEM skills. For example, gas technicians must be able to:

- Cut pipes to required size and position them for welding or sealing
- Connect pipe pieces and joints using welding equipment, cement, or glue.
- Find and repair or replace pipes using special magnetic or radio indicators
- Listen and understand customer needs and how to meet them
- Enjoy working outdoors

Being a natural gas service technician means that you have the opportunity to grow in your career. You may start as a helper or assistant and work your way up to a service specialist or supervisor. At each level, it is important to develop and strengthen more skills. Some of these advanced skills are:

- Use equipment such as a CGI gas scope leak machine and Gas Ranger to detect leaks in a customer's premises or outdoors
- Coordinate several competing activities for efficient use of time and material
- Adapt work procedures or priorities in response to changing or unforeseen requirements or conditions
- Financial management
- People management



#### What does a natural gas service technician do?

A natural gas service technician's responsibilities change as their career grows. Below are examples of tasks for different stages of a gas technician career.

#### **Service Assistant**

- Assist by providing tools and equipment
- Make work area safe
- Enter job data into online system

#### **Service Mechanic/Technician** *Education Required: Associate's Degree*

- Prepare trenches and lay pipes for gas lines
- Fuse plastic pipe together
- Install and repair both high- and low-pressure pipe systems
- Install automatic controls used to regulate gas systems

### Service Specialist Education Required: On-the-Job Training/ Experience

- Manage own work schedules and report to supervisor on progress or problems
- Check for unsafe work conditions
- Communicate effectively with others, including customers and crew members
- Deal with potentially stressful situations

#### **Supervisor** Education Required: Bachelor's Degree

- Schedule and oversee work of line crews
- Review team member performance and provide feedback
- Prepare and manage budgets
- Report to management

