

## **Field Service Engineer**

### **Summary:**

The Field Service Engineer is a customer service position. The Field Service Engineer will be a key team member in supporting our customers' smooth operation of our product line of industrial equipment. The Field Service Engineer will be expected to both provide remote support from our factory and travel to customer sites.

### **Reports to:**

Customer Service Manager

### **Requirements of the Field Service Engineer:**

- A two-year Associate's Degree in Electrical Engineering or Electronics Engineering or equivalent experience is required.
- PCB manufacture, PCB rework or X-Ray Inspection experience a plus.
- Capability of working independently, following established guidelines and procedures to complete tasks.
- Strong electrical/electronic/electromechanical troubleshooting skills are a must.
- Must exhibit a high level of customer responsiveness with a strong drive to provide outstanding customer support.
- Ability to read and understand electrical schematics and mechanical drawings.
- Competency with troubleshooting MS Windows PCs.
- Proficiency in the English language, both written and spoken.
- Must possess a valid driver's license, good driving record, and a US Passport. Must be a US Citizen.

### **Essential Functions of the Field Service Engineer:**

- Travel to customer sites for machine installations, preventative maintenance and repair, and user training.
- Perform X-Ray System radiation surveys at customer locations.
- Respond to customer technical concerns in a timely and professional manner via phone and email.
- Willingness and ability to travel on short notice. Travel required up to 70%.
- Complete Field Service Reports and provide feedback from the field.
- Special projects as directed by the General Manager or Customer Service Manager.

### **Physical Requirements:**

- Must be able to frequently communicate and exchange information in a team environment.
- Must be able to constantly operate standard office and industrial equipment.
- Must be able to occasionally move up to 50 pounds.
- Must be able to constantly position self while working on machines, including, but not limited to, underneath and inside machinery.
- Must be able to constantly work in a stationary position.
- Must be able to frequently work overtime as needed to include shifts of up to 12 hours per day and/or 7 consecutive days per week to cover peak customer and work load demands.

**This Job Description is subject to change at any time.**