

# Customer Service Field Service Technician

Reports to: Customer Service Manager

## JOB DESCRIPTION

**Major Job Duties:** The Service Technician performs the construction, assembly, installation and commission of equipment. Troubleshoots and repairs mechanical problems and/or the built-in hardware & software control programming, which includes relay control circuits, electronic boards. Most machines are PC-controlled, some use PLCs. Some machines are linked to Customer's IT network.

### The typical job duties are:

#### WHEN AT CUSTOMERS' SITES

- Installation and start-up of new & second-hand machines and complete lines
- Packaging format tooling installation, set-up & testing
- PLC program modification (mostly PC-based XILOG)
- Onsite repairs for machine breakdowns. Test repaired items to ensure compliance with technical specifications.
- Perform quality control tests on repaired equipment, as needed.
- Training on woodworking machines for Operators and Maintenance Technicians
- Perform any trials with products and packaging formats on customer sites
- Technical advice to the customer
- Establish and implement the technical instruction programs for customers
- Preventive Maintenance contracts: Visit worksites on a regular basis to do preventive maintenance on instrumentation, controls, breakers, motors, drives (electrical, hydraulic, and pneumatic), circuit boards, PLCs, and other associated equipment according to the manufacturers' recommended schedules and whenever emergencies arise. During these calls, inspect equipment for faults and completeness. Test equipment to determine operational condition. Troubleshoot to determine location and extent of equipment faults. Repair equipment by adjusting, aligning, repairing, or replacing defective components
- Inspection and upgrades of used machines
- Occasionally preparing shows and exhibitions using equipment
- Dismantling of machines for refurbishment or moving
- Keep the Service Manager informed on progress or problems on site, with written reports and checking in with immediate supervisor before leaving a site

#### WHEN AT OFFICES

- Office work (reports, spare parts lists, customer advice, etc.)
- Detailed visit reports for customers
- Prepare, review, and consolidate technical and administrative service reports and requests.
- Advise customers on the phone regarding troubleshooting, spare parts, etc.
- Updating customer's data files
- Produce general drawings for design solutions
- Help electrical engineering (update drawings, debug programs, etc.)
- Help in the workshop, especially during the debug and test phase
- Help in-house service (phone support, fill test, internal training, etc.)

## **CANDIDATE PROFILE - Minimum qualification:**

1. Candidate should have a minimum of an Associate Degree in Electronic Technology. However, practical experience may be substituted for years of education. Should be able to apply principles and theories of electronics, electrical circuitry.
2. Candidate should have a minimum of 3 to 5 years experience in maintenance and repair in automation environment (preferably woodworking equipment).
3. Candidate should be able to modify the control logics in the field as required by customer.
4. Candidate should have a strong mechanical aptitude.
5. Candidate should be able to read and understand pneumatic and hydraulic drawings
6. Candidate should be able to troubleshoot and work independently and have the ability to read and interpret wiring diagrams, schematics, and mechanical drawings. Should be able to use multimeters, oscilloscopes, deadweight testers, pneumatic calibrators, electric-motor diagnostic equipment, and other associated instrumentation to perform diagnostics and troubleshooting of woodworking equipment.
7. Candidate should be computer literate and have a familiarity with distributive control system hardware and software.
8. Interact well with customers and answer their questions, promoting customer satisfaction and good will.
9. Very strong knowledge of the electrical, mechanical and electronic industrial applications
10. Strong knowledge of automation with PLC's (NUM, KAVARA, GOULD, BOSCH, MAGELIS, HYDRA) and PCs (softlogic, e.g., XILOG, ASPEN, PANELMAC, OTTIMO, G CODES, M CODES)
11. Fluent in English (reading, writing and spoken)
12. Knowledge of the Spanish language is a big advantage
13. Knowledge of the French language is an advantage
14. Willing and able to travel extensively
15. Willing and able to work weekends and overtime
16. Computer literate (DOS, WIN NT, Win XP, Word/Excel/Access/AutoCAD/ALPHACAM/Outlook,...)
17. Able to cope in/with stressful situations
18. Able to prioritize workload
19. Good Customer Service skills, in person, on the phone and by email
20. Good awareness of Health & Safety issues
21. Good interpersonal skills
22. Able to work independently and as part of a team
23. Enjoy self-education by reading books, manuals, etc.
24. Must possess personal toolbox with hand-tools (minimum contents to be defined by the company)

## **Physical demands and qualifications:**

- Must be able to independently move and/or lift the heavy machine parts manually (up to 70-lbs).
- Also be capable of operating powerful equipment, such as forklifts and cranes, to maneuver and lift the machine parts for installation
- This position requires the availability to work nights and weekends on emergency, as well as the availability to rotate on call for after hours services.
- Must be able to adhere to safety rules and regulations; taking precautions is essential to guard against work hazards.
- Must be able to stand and work on ladder or scissors lift and to crawl in tight spaces to perform installation and repair. May be exposed to heat, grease, and noise on factory sites.
- Must be willing and able to travel (up to 70% of time – annual average) by air or automobile to customer site, and must have a car and valid driver's license.
- Requires drug testing before hiring and in the event of any accident.
- Company reserves the right to do a background check.