

Field Service Tech 1

Contact: Human Resources

Apply online at www.parkindustries.com

POSITION SUMMARY

The Field Service Tech 1 coordinates Field Service activities while in the office and must travel as needed throughout the US and Canada to perform repair work, field program updates and installations on the equipment manufactured by Park Industries. The Field Service Tech 1 works from specification, prints and written instructions so that all work is completed in accordance with specified procedures and tolerances. The Field Service Tech 1 trains operators on equipment.

ESSENTIAL FUNCTIONS

- Performs the service and installation of equipment in an efficient and timely manner.
- Performs control systems upgrades to include the modification and update of electrical systems and programs in the field.
- Uses mathematical skills to measure angles, distances, etc. that are called out on blueprints and specs for layout and adjustments.
- Trains equipment operator at customer site as required.
- Explains and demonstrates all features of machine and how it operates.
- Using Operator's manual as a guide, explains all maintenance areas, pointing out specific areas of timely maintenance.
- Observes the newly trained operator operating the equipment and coaches as necessary.
- Interacts with customers in a friendly and professional manner and promotes Park Industries at all times.
- Communicates and interacts well with customers and their personnel to gain their confidence and cooperation.
- Displays professionalism in appearance and mannerisms.
- Interacts with fellow associates in all departments to answer questions and pass on as well as gain information.
- Communicates and interacts well with fellow associates to build mutual support and confidence.
- Calls Salesperson, Project Manager, Service Manager or Sales Manager weekly or more often if needed to update on service, warranty, and installation work progress or problems, etc.
- Provides information to all departments after installations and service calls to review areas of concern.
- Works closely with machine sales group to discuss and/or resolve customer needs and pass along sales leads.
- Completes all service and installation reports and turns into appropriate department.
- Obtains customer signature on Installation Completion form or Work Order form before leaving customer site.
- Completes documentation of all installation, warranty and service reports.
- Maintains installation and service trip expense records.
- Coordinates Field Service jobs while in the office by completing service estimates and ensuring customers acknowledge scope of work to be done by signing estimate and paying necessary deposit(s).
- Ensures necessary parts are sent to customer ahead of time for all service jobs.
- Performs other work-related duties as assigned.

QUALIFICATIONS

- High school diploma required.
- Technical school in related field or 2 years' experience required.
- Electrical experience required.

SPECIAL CONSIDERATIONS

- A minimum of 50% travel throughout the United States and Canada is required.

TRAINING

- This position requires superior electrical aptitude and trouble shooting skills, including the ability to modify or write ladder logic programs, as well as excellent interpersonal communication skills.
- Must have mathematical ability to add, subtract, multiply and divide whole numbers, fractions and decimals, and good stick welding skills.
- Knowledge of mechanical, pneumatic and hydraulic trouble shooting skills are helpful.
- Can follow and understand mechanical, electrical, hydraulic and pneumatic schematics.
- Understands and applies proper use, calibration verification, care and handling of sensitive measuring equipment to ensure accuracy during installation and adjustment of machine components.
- Has strong trouble shooting skills and works well with mechanical engineers, and electrical engineers to trouble shoot equipment problems.
- Ability to assemble machinery including precision bearing fits, slide bearing adjustments, align gears & racks, track wheels adjustment, belt drive alignment, shaft alignment, etc.