 **Position Description**

## **Field Service Engineer, II**

**Job Summary:**

This position reports to our Field Service Manager and will be responsible for performing customer support activities for our electronic test systems, including installation, modification, testing, maintaining and repair of our systems. This individual is typically the first point of contact responding to customer support needs. They will also possess advanced problem solving skills as well as leadership qualities.

**Key Responsibilities:**

* Follows established policies and procedures in conducting on-site installation, repair and/or testing of equipment to ensure proper working order.
* Isolates equipment start-up malfunctions and takes corrective action.
* Trains customer personnel in basic equipment operation and maintenance responsibilities.
* Documents tasks performed during visits to customer sites.
* Trains/assists, provides guidance for junior team members during advanced troubleshooting situations.
* Logs service requests and interface with junior team members to ensure proper resolution of requests and communicate with relevant parties, bringing request to final resolution.
* Maintains/modifies departmental documents under direction of a senior team member.
* Other duties as assigned.

**Required Qualifications:**

* Associates degree in Electronics or related field, or equivalent certificate program. Equivalent combination of education and experience may also be considered.
* Two years relevant experience.
* Ability to work from schematics, diagrams and layouts.
* Strong problem-solving skills and ability to work independently.
* Communication skills must be adequate to interface effectively with customers.
* Experience using hand tools, multi-meters and oscilloscopes.
* Detail-oriented and follows through on tasks.
* Experience with Microsoft Office, including Word and Excel.
* Ability to work extended hours as required.
* Willingness to travel domestic and international, up to 25%.
* Possess valid Driver’s License and personal Motor Vehicle.
* Possess or be eligible to acquire a Passport.
* Ability to lift 50 lbs.

**Preferred Qualifications:**

* Experience providing Technical Support to end users, to include Troubleshooting System level Failures, both remotely and on-Site.
* Experience with three phase AC Power.
* Experience with pneumatic systems.
* Experience with PLC and VFD controls.
* Experience with heating/refrigeration systems.