 **Position Description**

**Field Service Manager FLSA Status:** Exempt

**Job Summary:**

This position reports to the Director of Sales, Marketing and Service and is responsible for developing and implementing the company-wide field service strategy, managing the field service operation and staff in the U.S. and Taiwan offices, overseeing all field support activities, developing service contract options, overseeing the returned materials repair process, managing the final quality check-out process for our test systems and resolving field failures and customer concerns.

**Key Responsibilities:**

* Develop and implement the company-wide field service strategy with the Director of Sales, Marketing and Service.
* Manage the domestic and international field service operation and staff.
* Oversee all field support activities, including scheduling, installation, maintenance, upgrades and customer training.
* Develop service contract options and explore additional revenue-generating opportunities.
* Oversee the returned materials repair process, including managing the spares inventory, RMA turnaround time, associated costs and ROI. Schedule and coordinate RMA’s with Electronic Test Department.
* Manage the final quality check-out process for our electronic test systems prior to shipment.
* Resolve product issues, field failures and customer concerns in partnership with Sales, Engineering and Quality.
* Create new and/or modify field service operational processes to improve efficiencies.
* Compiles and analyzes field service data. Develops and reports performance metrics.
* Responsible for leading and coaching direct reports, staff development, performance management and staffing.
* Oversee the training of all team members, develop tools and advanced troubleshooting methods for them to use.
* Other duties as assigned.

**Required Qualifications:**

* Bachelor of Science degree in Electronics Engineering, a related engineering field, or other relevant bachelor degree.
* Eight years relevant experience.
* Three years supervisory experience.
* ERP implementation experience.
* Ability to work from schematics, diagrams and layouts.
* Strong problem-solving skills and ability to work independently.
* Strong communication skills in order to effectively interface with customers.
* Detail-oriented and strong organizational skills.
* Experience creating and delivering training and work process documents.
* Strong Microsoft Office skills, including Word and Excel.
* Ability to work extended hours as required.
* Possess valid Driver’s License and personal motor vehicle.
* Possess or be eligible to acquire a Passport.

**Preferred Qualifications:**

* Experience with Infor CSI ERP.
* Experience with three phase AC Power.
* Experience with pneumatic systems.
* Experience with PLC and VFD controls.
* Experience with heating/refrigeration systems.

**Company Description:**
Micro Control Company is an industry leading manufacturer of electronic burn-in test systems for high power logic semiconductors. Our large test ovens are capital equipment for major semiconductor manufacturers.

Micro Control Company offers competitive wages and benefits including health; PTO; paid holidays; a matching 401(k) plan and a discretionary profit sharing bonus. Please e-mail a cover letter and resume to: mcchr@microcontrol.com to be considered for this position (using the job title for the subject).

Micro Control Company
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