



Position Description

Title: Field Start-Up and Service Technician

Department: Service Department

Reports To: Engineering/Production/Service Manager

FLSA Status: Non-exempt

Summary: This individual will perform equipment start-up, service, and maintenance duties, while establishing and maintaining strong customer relationships.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- PLC Programming; trouble shooting and enhancements.
- Travel to customer sites to perform new equipment start-up, service, and scheduled maintenance.
- Build and maintain customer relationships to ensure proper equipment operation.
- Document and maintain records of mileage, time, and parts provided to customers.
- Provide specifications and maintenance for metrology and analysis equipment.
- Provide new equipment training during or following start-up.
- Provide appropriate customer feed-back to help improve product.
- Troubleshoot and repair equipment both on and off site.
- Research and understand all functions of the equipment to be serviced.
- Communicate with the appropriate personnel prior to modifications that may affect equipment performance.
- Calibrate switches, meters, and analyzers.
- Perform all job functions in compliance with company safety program.
- Work toward continuous quality improvement.
- Stay current with changing technology, including software and position/industry specific programs.
- Uphold, support, and promote all company policies and procedures.

Supervisory Responsibilities: None

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- Degree in Electronics with an emphasis in PLC programming and/or industrial electronics or comparable proven work experience preferred. Knowledge in the fields of PLC programming, electrical wiring, electrical instrumentation, and mechanical process equipment required.
- A strong electro-mechanical aptitude including experience in a variety of process and control equipment highly desirable.
- Strong experience with computers including MS Office, test meters, calibration tools, analysis equipment, small hand tools, and power tools required.



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Language Skills:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations, and utilize a calculator.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations:

- Valid driver's license and DOT required

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Standing – Approximately greater than 2/3 of on-the-job time, for a minimum of 8 hours daily.
- Walking – Approximately 1/3 to 2/3 of on-the-job time.
- Sitting – Approximately greater than 2/3 of on-the-job time, for a minimum of 8 hours daily.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately less than 1/3 of on-the-job time.
- Climbing or balancing – Approximately 1/3 to 2/3 of on-the-job time.
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately 1/3 to 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately more than 50 pounds, less than 1/3 of on-the-job time, non-continuously.
- Ability to work at heights of 20 feet or more

Physical demand requirements listed are primarily applied to performance of various service and manufacturing and/or fabrication processes. Usage of all required PPE and safety equipment, sensitive to the location of the required work, is also required.

- Vision – Close vision (clear vision at 20 inches or less), Distance vision (clear vision at 20 feet or more), Color vision (ability to identify and distinguish colors), Peripheral vision (ability to observe an area that can be seen up and down or to the left and right, while eyes are fixed on a given point), Depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).



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Vision requirements listed are primarily applied to detailed service work, various machinery and tool usage and reading of instruction manuals.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Environmental – Exposure to potentially hazardous environmental conditions may include the following:

- Wet or humid conditions (non-weather) – Approximately less than 1/3 of on-the-job time.
- Work near moving mechanical parts – Approximately greater than 2/3 of on-the-job time.
- Work in high, precarious places – Approximately 1/3 to 2/3 of on-the-job time.
- Fumes, gasses or airborne particles – Approximately 1/3 to 2/3 of on-the-job time.
- Toxic or caustic chemicals – Approximately less than 1/3 of on-the-job time.
- Outdoor weather conditions – Approximately 1/3 to 2/3 of on-the-job time.
- Extreme cold (non-weather) – Approximately less than 1/3 of on-the-job time.
- Extreme heat (non-weather) – Approximately less than 1/3 of on-the-job time.
- Risk of Electrical Shock – Approximately 1/3 to 2/3 of on-the-job time.
- Work with highly flammable gas – Approximately less than 1/3 of on-the-job time.
- Vibration – Approximately less than 1/3 of on-the-job time.
- Noise: Loud – (noise levels not exceeding 85dB)
- Ability to perform job functions in confined spaces

Acknowledgement:

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment.

Employee Signature

Date

Supervisor Signature

Date