

# Field Service Technician

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## JOB DESCRIPTION

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**Job Description:** Field Service Technicians provide on-site technical, electrical, and programming, mechanical, pneumatic, hydraulic support to customers in North America. In addition to field service, the technician may be involved heavily in the machine build process. Travel for this position 60% - 70%. The technician must be proficient using measuring devices, multi-meters, laser levels, hand tools and multi-meters. The position also requires independent logical thinking, willingness to be a team player, work efficiently with little or no supervision and strong communications skills.

**The successful candidate will have the following requirements:**

**Key Requirements:** • Minimum 2-year technology or electronics degree • 3 - 5 years of experience with automated machinery • Ability to work all levels of electrical voltage; single and three phase • Strong ability to troubleshoot and repair electrical problems • Ability to understand and navigate through PLC and servo motor drive control software • This position works directly with electrical, controls, manufacturing, programming, mechanical and application engineering teams. • Knowledge of PLC programming • Ability to comprehend and demonstrate mechanical assembly and troubleshooting techniques • Ability to perform manual assembly of basic machine components and or subassemblies • Ability to read mechanical drawings and electrical schematics • Ability to read customer supplied fabrication drawings to ensure JMC equipment works within specified parameters • Ability to effectively communicate in writing using written text, mechanical and electrical drawings, diagrams and machine schematics to describe a problem or suggested improvements • Must have a valid passport or be eligible to obtain one

**Additional Requirements:** • Siemens CNC/PLC experience to include programming a big plus • Ability to perform wiring of machine components • Ability to effectively and accurately troubleshoot machine issues; mechanical, electrical, pneumatic, hydraulic and/or programming • Ability to troubleshoot and repair Servo motion controls systems, VFD • Ability to train operators and maintenance personnel on machine operations, troubleshooting and preventive maintenance • Ability to perform a complete on site customer machine installation and start up • Ability to work with little or no supervision • Occasionally other duties outside the service department as needed

## LOOKING FOR

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### Specialist

A Specialist is a highly precise worker, who remains skeptical while respecting

### Controller

A Controller is a detail oriented and conservative, with a preference for high quality and technical expertise.

### Analyzer

An Analyzer is intense, with high standards and a disciplined and reserved personality.

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## NOTEWORTHY BEHAVIORS

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Formal

Careful with rules

Serious

Conscientious

Disciplined

Thorough

Sincere

Precise

Reserved and quiet

Concerned with rules and accuracy

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## SUMMARY

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The responsibility of this position is managing specialized work efficiently, with confidence and competence. The position requires above average attention to details, concern for the exact correctness of work, and strong commitment to tasks completed on time. The person in this position will take work seriously, has a strong sense of duty, and is disciplined. A somewhat faster-than-average pace will be the norm for this position. Detailed, specialized work is the major focus. The person in this position will require clearly defined work, responsibilities, and reporting relationships, ongoing and thorough training opportunities to develop expertise and increase confidence, and frequently expressed appreciation of the person's competence, conscientiousness, and loyalty. The position will provide security in a stable work environment, allowing the person to plan for, focus on and complete tasks on hand. When changes in the nature of the work occur, the person in this position will need direction, training, and support. The position will generally be task oriented, requiring someone with a conservative, careful, and cautious approach to work.

## JOB CHARACTERISTICS

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- Unambiguous work direction. Completing tasks from start to finish. Concern for getting work done on time and correctly
- Extremely task oriented. High standards of quality and accuracy
- Adhering to established guidelines and procedures. Requires high degree of information gathering before making decision.
- Must be comfortable in making decisions in area of specialty or expertise.
- Reserved, factual, formal, and sincere communication. Look to management for direction in areas outside of expertise.
- Strong follow-through on delegated tasks and assignments. Following established policies and procedures and expecting others to do the same. Leads by example: is the technical expert in the area and does work