

FIELD SERVICE ENGINEER

STATUS: Full-time, Exempt

HOURS/OVERVIEW

- 40+ Hours per week
- Travel both Domestic and International

DESCRIPTION / RESPONSIBILITIES:

- The Field Service Engineer will be an energetic, creative problem solver who likes the idea of working in a fast paced, high integrity, highly accountable team setting
- **Customer Support – Internal and External**
 - Perform both **in-house** and **on-site** service, repair, and technical support
 - **In-house:**
 - Diagnose, repair, and test machines shipped into our facility
 - Test and validate all new machine orders prior to delivery, ensuring proper functionality and performance
 - **On-site:**
 - Installation, service, repairs, hardware integration, and testing at customer locations
 - Provide both remote and on-site troubleshooting
 - Deliver operator and maintenance personnel training at customer sites
- **Sales & Customer Service Support**
 - Record customer interactions and the service solutions provided
 - Thoroughly document service solutions to expedite future resolution and knowledge sharing
 - Verify customer service part number requests against machine models and serial numbers to ensure accuracy
 - Identify root causes of recurring issues to proactively prevent future problems
 - Maintain and service showroom demo equipment
 - Provide equipment setup and teardown at industry trade shows
 - Assist with training and onboarding of new Field Service personnel

QUALIFICATIONS:

We pride ourselves on being flexible, but there are some things we feel strongly about. An ideal candidate must exhibit the following traits:

- FUN, passionate attitude with customer-focused mindset and can-do energy
- Sets an example for others through actions that support and reinforce Felins' mission and core values

- Self-starter with the ability to work with minimal supervision in a cross-functional team setting
- Ability to stay cool under pressure and treat colleagues, customer and suppliers with respect at all times
- Willing to observe safe work practices of both Felins and customer site safety policies
- BS Degree in Engineering or related AS Degree or applicable experience
- Hands on experience with AC motors, DC motors, Drives, PLC's (preferably Omron, AB & Mitsubishi), HMI's, power supplies, optical sensors, pneumatic actuators and conveyors
- Read and interpret operator manuals, electrical schematics, PLC Ladder Logic, mechanical layout drawings, exploded view assembly drawings and bills of material (BOM's)
- Demonstrated track record of sound troubleshooting and problem-solving skills
- Excellent listening, written and verbal communication skills
- Familiarity with Microsoft Office (Outlook, Excel, Word)
- Working knowledge of Salesforce is a plus
- Must have a valid driver's license

The Field Service Engineer will report to the Manager, Purchasing & Technical Services