

# **FIELD SERVICE TECHNICIAN**

## **Job Description Overview**

Field Service Technicians are responsible for the service of KMC Global customers and product lines. They perform preventive maintenance, site surveys, installations, modifications, equipment start-ups, provide training and re-training in the use of KMC Global equipment. This position reports to the Technical Development Coordinator and Customer Service Manager as necessary.

## **Qualifications**

- Dedication to excellence and a quality output
- Honest, Reliable, and displays irreversible Integrity
- Excellent oral, written and interpersonal communication skills
- Well-developed organizational skills
- Ability to travel – 80 to 85% (US and International travel)
- Solid mechanical and electrical aptitude and troubleshooting skills
- Working knowledge and ability to perform high quality welds
- Working knowledge of PLC controls and logic
- Hydraulic knowledge/troubleshooting beneficial
- High School education, technical training and 2 to 4 years of related technical service work
- Ability to remain calm in difficult situation
- Ability to adhere to Standard Operating Procedure
- Able to complete service reports at the completion of service, to provide customer resolution.

## **Responsibilities**

The following activities are required in this position:

- Promoting excellence throughout the department
- Service PRAB & Hapman products at customer locations
- Provide training and re-training in the use of PRAB & Hapman equipment at customer locations
- Provide phone service and troubleshooting support from home office
- Provide sales leads to Sales Department
- Determine parts required for in field repairs
- Co-ordination of service trips including travel plans
- Accurately communicate and discuss problems with customers
- Document all aspects of Service work performed