

	<b>JOB DESCRIPTION CODE:</b>	<b>JEN002</b>
	<b>REVISION DATE:</b>	<b>2/03/20</b>

<b>JOB TITLE: Service Technician II</b>	<b>SHIFT: 1<sup>st</sup></b>
<b>DEPARTMENT: Sales</b>	<b>SAFETY SENSITIVE: YES</b>
<b>REPORTS TO: Manager, Customer Service</b>	<b>FLSA STATUS: Non-Exempt</b>

<b>POSITION PURPOSE:</b>
Set-up, operate and troubleshoot a variety of machines and/or equipment on customer site in accordance with established procedures and guidelines. Continued product and system support.

<b>ESSENTIAL DUTIES &amp; RESPONSIBILITIES:</b>
<p>Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> <li>• Read and interpret blueprints and diagrams to select, position and secure machinery.</li> <li>• Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting tests to resolve equipment issues.</li> <li>• Results driven.</li> <li>• Establishes service by studying system requirements, ordering, and gathering components and parts, completing installation, and performing acceptance tests.</li> <li>• Maintain rapport with customers by identifying/suggesting improvement solutions.</li> <li>• Documents service and installation actions by completing required forms, reports, logs, and records.</li> <li>• Respond to service calls, look up parts and enter parts and service sales orders.</li> <li>• Refurbish equipment as needed and requested.</li> <li>• Stay up to date with job knowledge by participating in educational opportunities/courses.</li> <li>• Maintain a computer database of all filed documentation that ensures fast retrieval of information.</li> <li>• Travel 60-70% per year</li> <li>• Other duties as requested.</li> </ul>

<b>KNOWLEDGE / SKILLS / ABILITIES:</b>
<ul style="list-style-type: none"> <li>• Excellent mechanical skills required</li> <li>• Ability to troubleshoot Hydraulic, Electrical and Mechanical issues.</li> <li>• Analyze and evaluate equipment operating systems.</li> <li>• Customer Service and communications.</li> <li>• Detail to quality</li> </ul>

**QUALIFICATIONS / PRIOR EXPERIENCE:**

- High School Diploma or equivalent
- 3-5 years related experience in maintenance, fabrication, equipment manufacturing and equipment repair with continued education in a specialty.
- Advanced Electrical motor controls experience
- Advanced ability to troubleshoot Hydraulic, Electrical, Pneumatic and Mechanical issues.
- Basic understanding of PLC/HMI controls with programing capability required
- Results driven
- Must have personal tools for field service and installation work
- Must have a valid driver's license and current US Passport
- Experience with Microsoft Excel and Word

**WORK ENVIRONMENT:**

- The work performed may be conducted in a climate-controlled or non-climate-controlled facility with moderate noise levels that are within OSHA limits. This environmental control is according to the customer facility.
- Must be able to lift 25 – 50 lbs.
- Must be able to walk, talk, sit, stand, and communicate verbally continuously throughout an 8 to 12-hour period

*The above statement reflects the general details considered necessary to describe the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

**MANAGER APPROVAL:**

<b>TYPE OR PRINT NAME</b>	<b>TITLE</b>	<b>SIGNATURE</b>

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date