

JOB DESCRIPTION: SERVICE TECHNICIAN

Reports to: **Service Manager**

Duties and Responsibilities:

1. Field service, start-up, customer training, preventative maintenance audits, warranty callbacks, installations and / or supervision for installations for new and existing KES equipment and other assigned duties.

All the necessary traveling to complete the above:

Including:

- A. Local travel
- B. Domestic travel
- C. International travel

2. Be prepared to handle calls with short notice any day and time.
3. Promptly updating electrical prints and programs when returning from the field.
4. Filling out all necessary paper work.

Including but not limited to:

- A. Properly fill out service / start-up and expense reports in the field and having the service / start-up reports signed by the customer daily.
- B. Promptly turn in all expenses, service / start-up reports and parts usage information for billing, when returning from the field.
- C. Promptly and properly fill out the Update sheet when returning from the field.
- D. Properly fill out material requisition and return forms, when removing or returning parts to the stock room

5. Testing and troubleshooting new equipment in-house.
6. Electrical design for retrofit projects. (if technician is capable)
7. Engineering and R & D support (if technician is capable)

Including but not limited to:

- A: AutoCad drawings
- B: Legend tags
- C: Wiretags

8. Calling customers to follow up on equipment and set up audit programs and answering service related phone calls from customers.
9. Properly train new service technicians in-house or in the field.
10. Prepare technical write-ups for machine function and troubleshooting.

Additional requirements:

1. Good knowledge of electrical and mechanical industrial components and controls.
2. The ability to follow electrical hard wiring and troubleshoot ladder relay logic prints.
3. The ability to edit and troubleshoot Programmable Logic Control programs with laptop computers and software. Ability to learn and understand electrical and mechanical robotic applications.
4. The ability to follow mechanical assembly and detail drawings.
5. Mechanical experience with power transmission and gear reducers, bearings, pneumatics and hydraulics.
6. Computer experience not limited to AutoCad, Windows, Microsoft Word and Excel
7. Good verbal and written communication skills
8. Must be able and willing to go to heights of approximately 20 feet and work under machinery.
9. Heavy lifting capability.
10. Must be able and willing to use any and all modes of transportation.
11. Must provide basic hand tools.

Education and / or Experience:

High school diploma or general education degree (GED).

Associates in Electronic, Electrical Engineering or Electro-mechanical Technology and / or two to three years of packaging maintenance experience.

PLC and Robotic experience preferred.