

Job Description

Field Service Engineer

Summary: Field service, start-up, customer training, preventative maintenance audits, warranty callbacks, installations for new and existing KES equipment and other assigned duties. Local and domestic travel required.

Essential Duties and Responsibilities:

General:

- Provide routine and special application service support to customers.
- Updating electrical prints and programs when returning from the field.
- Properly fill out service / start-up and expense reports in the field and having the service / start-up reports signed by the customer daily.
- Turn in all expenses, service / start-up reports and parts usage information for billing, when returning from the field.
- Complete the update sheet when returning from the field and fill out material requisition and return forms, when removing or returning parts to the stock room
- Testing and troubleshooting new equipment in-house.
- Electrical design for retrofit projects. (if technician is capable)
- Engineering and R & D support (if technician is capable) Including but not limited to:
 - **A:** AutoCAD drawings
 - **B:** Legend tags
 - **C:** Wire tags
- Calling customers to follow up on equipment and set up audit programs and answering service related phone calls from customers.
- Properly train new service technicians in-house or in the field.
- Prepare technical write-ups for machine function and troubleshooting.

Additional requirements:

- Good knowledge of electrical and mechanical industrial components and controls.
- The ability to follow electrical hard wiring and troubleshoot ladder relay logic prints.
- 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.
- The ability to follow mechanical assembly and detail drawings.
- Mechanical experience with power transmission and gear reducers, bearings, pneumatics, and hydraulics.
- Computer experience not limited to AutoCAD, Windows, Microsoft Word, and Excel
- Good verbal and written communication skills
- Must be able and willing to go to heights of approximately 20 feet and work under machinery.
- Heavy lifting capability.
- Must be able and willing to use any mode of transportation and meet insurance underwriting for company provided auto insurance for company trucks and rental cars.
- Must provide basic hand tools.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each of the duties satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.