

JOB DESCRIPTION: SERVICE TECHNICIAN

Reports to: Service Manager

Duties and Responsibilities:

- 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.
- Promptly 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.
- 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.

Pay: \$26.00 - \$30.00 per hour plus overtime.