

## ***Job Title: Field Services Specialist – MRL Company***

**Overview:** As a **Field Service Specialist**, you will play a critical role in ensuring the successful installation, commissioning, and ongoing performance of advanced lighting and control systems in commercial environments. In this customer-facing position, you will travel to job sites to provide hands-on technical expertise, including system start-up, programming, troubleshooting, and integration with building automation or networked platforms. You will work independently and alongside contractors, facility managers, and end users to deliver exceptional service and ensure systems meet design intent and customer expectations. This role requires strong electrical and technical skills, excellent communication, and a commitment to safety, quality, and customer satisfaction.

### **Responsibilities:**

- Provide **exemplary customer service** while commissioning, troubleshooting, and servicing advanced Lutron commercial lighting systems in the field.
- Develop technical expertise on Lutron products & systems, design, execution, service, and its advanced integration (AV/BACnet/API etc.).
- Work **independently** at various commercial job sites, coordinating directly with contractors and facility managers.
- Deliver the **entire service lifecycle**: commissioning, troubleshooting, repair, end-user training, and system upgrades.
- Act as a **technical expert**, especially for legacy Lutron systems and products.

### **Requirements:**

- At least **5 years** of experience in electro-mechanical disciplines, technical work, or related fields.
- **Proficiency in computers**, including file management, Outlook/Teams, web navigation, and productivity software.
- **Experience troubleshooting electrical systems** is required.
- **(Preferred) Computer networking experience**.
- Strong **customer service skills**, including the ability to professionally interface with various stakeholders on site.
- Willingness to **travel ~30%**, possess a **valid driver's license**, and pass background checks.

### **Skills:**

- Knowledge of various automation protocols and integration, networking basics, IOT system design and execution etc. are preferred.
- Strong background in electro-mechanical work and electrical system troubleshooting.
- Familiarity with computer systems for programming, reporting, and possible networking.
- Excellent communication skills and customer service orientation.
- Able to travel and work independently.

- Experience in customer interaction and taking ownership.
- Ability to closely work with a team.

**Benefits:**

- Competitive compensation
- 401K with company match
- Health and Dental Insurance
- Company Vehicle
- Develop your potential, accept new challenges while leveraging your strengths and expanding your horizons.