

Job Description: Field Service Technician

Company: Rock Integration
Location: Escanaba, MI
Employment Type: Full-Time

Position Overview

Rock Integration is seeking a highly skilled and detail-oriented **Field Service Technician** to join our team. You will be the frontline expert responsible for the installation, maintenance, and emergency repair of high-speed package conveyor systems.

In this role, "good enough" isn't in our vocabulary. You will ensure that every belt, motor, and sensor operates with surgical precision, guaranteeing that our clients' distribution centers remain safe, efficient, and reliable.

Key Responsibilities

- **Preventive Maintenance (PM):** Execute rigorous PM schedules to identify and mitigate potential failures before they occur. This includes lubricating moving parts, adjusting belt tension, and inspecting electrical components.
- **Troubleshooting & Repair:** Rapidly diagnose mechanical and electrical issues (PLCs, motors, VFDs, and sensors) to minimize system downtime.
- **Precision Alignment:** Utilize precision tools to ensure conveyor tracking and timing are exact, preventing package damage and equipment wear.
- **Safety Compliance:** Audit and maintain all safety guards, emergency stops, and lockout/tagout (LOTO) protocols to ensure a zero-accident environment.
- **Documentation:** Maintain meticulous service logs, part inventory usage, and technical reports via our digital maintenance management system.

Required Skills & Qualifications

- **Technical Expertise:** Strong mechanical aptitude with experience in gearboxes, pneumatic systems, and chain/belt drives.
- **Electrical Proficiency:** Ability to read schematics and troubleshoot control panels. Familiarity with 480V 3-phase power is a must.
- **The "Rock" Standard:** An obsession with detail. You notice the frayed wire or the slightly off-pitch motor hum that others miss.
- **Adaptability:** Comfortable working in fast-paced industrial environments, often during off-peak hours to minimize client disruption.
- **Communication:** Ability to explain complex technical issues to non-technical stakeholders clearly and professionally.
- **Background check required.**

Technical Requirements

- **Experience:** 3+ years in industrial maintenance or automated material handling.
- **Education:** High School Diploma/GED; Technical degree or Journeyman card preferred.
- **Physical:** Ability to lift 50 lbs, climb ladders, and work at heights.
- **Travel:** Up to 75% regional travel (depending on project load).

Send resume to marketing@rockintegration.com

