Field Service Engineer or [Technician]

Department: Engineering Support Services

Supervisor: Director of Engineering Support Services

FLSA Status: Non-Exempt (hourly and eligible for overtime)

The Field Service Engineer independently schedules and performs on-site installation and startup, maintenance and repair of highly complex surface preparation equipment and software systems. Educates end-users and distributors. Solves customer problems both on the phone and in person. Verifies and validates the operational quality of Clemco's systems and equipment.

Applications engineers work as a bridge between customers and engineering teams. They use customer input and sales information to design or redesign, develop, test, and implement complex designs, solutions, and applications. They provide technical support and expertise to customers and respond to feedback. They perform installations and maintenance and often perform sales presentations and demonstrations.

Applications engineers perform customer analysis to create applications that respond to their needs and provide innovative solutions to common problems. They perform prototyping applications, analysis, regulatory and code reviews to ensure products solve the customer's pain. They debug, test, code, improve, and redesign tasks, respond to customer issues, provide updated software that solves bug issues, perform customer installations, and work with customer service teams. They are self-directed problem solvers who work alone or within teams, with a minimum amount of oversight. Applications engineers need a technical degree or appropriate certifications and experience in technical or software applications.

What you need to be successful in the role:

- Passionate customer advocate. Apply empathy and deep application knowledge to solve customer pain. Partner with customers to fully understand their problems and realities (clarifying the JTBD (Job To Be Done.)
- Detail-oriented process improver. Critical thinker who naturally see opportunities to develop and optimize work processes – finding ways to simplify, standardize and automate.
- Meticulous documenters. Detail-oriented people who enjoy maintaining meticulous documentation of reports, metrics, proposals, and presentations.
- Committed trainer. Teach customers the technical details of their equipment. Deliver on the equipment's value proposition ensuring the customer understands the full value of their purchase.

Essential Duties and Responsibilities

- Perform start-up services, repair work or service audits on specialized equipment worldwide.
- Follow up with customers after on-site visits. Complete trip reports, customer follow-up letters and other documentation after field trips, tests or other processes that are accomplished as part of the day-to-day job.
- Proficiently repair, maintain, operate, and train customers on the use of Clemco's equipment.
- Exercise sound judgment and decision making within generally defined practices and policies in selecting methods and techniques for obtaining solutions.

- Independently manage work calendar and travel schedule to ensure customer satisfaction and business commitments are met within the territory.
- Serve as company liaison with customer on administrative and technical support matters.
- Achieve and maintain a high-level of performance whereby allowing Clemco to meet and exceed the customers' financial goals and performance metrics.
- Conduct Root Cause Analysis (Conduct and facilitate root cause analysis to determine metrics, troubleshoot manufacturing and assembly issues, material flow, project plans, production capacity, facility design and create process documentation.)
- Train equipment operators to ensure they can proficiently operate and maintain all Clemco equipment. Explain technical concepts to all levels of a customer's organization.
- Assist on special projects as required.
- Consult with engineering/sales personnel to address and resolve concerns in system operation and maintenance. Complete ECR to ensure changes are incorporated into future products.
- Other duties as prudent or assigned.
- Assemble complex equipment designs.
- Write technical manuals, instructions, data sheets and test reports.
- Follow test plans and procedures.

Skills & Qualifications

- Bachelor's degree in mechanical or electrical engineering Technology preferred. AAS in technical field of study required.
- 2+ years' experience working with Industrial Equipment.
- Communication skills
- Computer skills (MS Office Suite, CAD, ERP)
- Working knowledge of Electrical, Mechanical and Pneumatic systems.
- Working knowledge PLC's, mechanical and industrial ventilation.
- Ability to read production drawings and equipment manuals.
- Travel 40-50%. Flexibility to meet travel requirements which vary depending on volume of work.
- Strong problem solving and decision-making skills with ability to balance competing priorities.
- Ability to work independently maintaining & repairing mechanical, electrical and ventilation systems.
- Exposure to Lean Business environment is a plus.
- Able to adapt to multiple technical challenges.
- Ability to research, and present technical solutions to distributors and end-users

Duties and Knowledge

- Surface Preparation Lab Testing, Documentation and Presentation
- Knowledge of Surface Preparation Equipment, media, and application
- Writing Technical Documents, including but not limited to Product and Project Manuals
- Knowledge of Regulatory and Consensus Standards including OSHA, NIOSH, DOT, EPA, ATF, ANSI, NFPA, ASME, ASTM, IBC, SAE
- Working Knowledge Industrial Ventilation

- Working Knowledge of Technical Document and Drawings
- Working Knowledge of Programmable Logic Controller, programming, Installation, and trouble shooting.
- Mechanical Installation, Trouble Shooting, Assembly and Analysis
- Technical Writing
- Working knowledge of Microsoft Office products, Autodesk Inventor, Adobe Acrobat, or similar products
- Ability to talk to customers and technical representatives.
- Work knowledge of Lean Manufacturing principles, such as A3 thinking, Continuous Improvement, PDCA cycle.