

Job Description

Field Service Technician “Electrical”

The Role

This is a tremendous opportunity for an experienced, energetic and motivated Field Service Technician to join our team. As a Field Service Technician you will be responsible to perform all activities related to installation, repair, management and maintenance, system improvement and testing in order to achieve outstanding customer satisfaction. You are responsible for taking care of all customer support tickets in various facilities. It is important to develop and maintain customer relations through frequent travel to customer sites.

The Field Service Technician will work closely with his supervisor and the technical team. You will report to the Director of Operations. You'll need to continuously review and evolve our current processes both in your own area of responsibility, and also working in conjunction with colleagues across other departments in order to improve and streamline as well as deliver excellent customer service.

Job Responsibilities include but are not limited to:

- Electrical wiring and panel build, inhouse and on customer site
- PLC start up and commissioning, inhouse and on customer site
- Service and troubleshooting, inhouse and on customer site
- Install new products, and test them to ensure they are working correctly
- Educate the client on how to use and maintain their device
- Check and update field automation systems and databases
- Perform maintenance and provide customer support
- Diagnose problems and come up with solutions to repair them
- Explain issues with equipment and repairs to customers
- Provide information by collecting, analyzing, and summarizing service issues
- Order parts for repairs if needed
- Fill out detailed reports and keep records on services that have been performed
- Track and document the progression of the work
- Operate vehicles in a safe manner
- Adhere to company's given rules and regulations
- Obtain necessary licenses and keep them up to date
- Team up with colleagues and other team members



- Build relationships and trust with customers and clients

Education, Experience, and Licensing Requirements:

- 3 years of experience as Field Service Technician or similar role
- Experience with managing and preserving technical equipment
- Critical thinker and problem-solving skills
- Accustomed to using mobile tools and applications
- The ability to work independently in an entrepreneurial environment
- Excellent communication, interpersonal and diagnostic skills
- Pro active communication with team members
- Ability to communicate technical information to non technical audiences
- Effectively interface with management and colleagues
- Good time management skills
- Ability to work flexible hours and work around a changing schedule
- Must be able to meet the physical requirements of the job which include bending, lifting heavy equipment and working in confined spaces
- Ability to stand for extended periods of time in a foundry environment
- Due to frequent travel 60-70%, within and outside the US, you must possess a valid driver's license and a valid passport
- Must have reliable transportation

To apply, please send your resume to doris.schaffler@hercocast.com

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

