



Job Title: Field Service Technician
Reports To: Applications / Service Manager

SUMMARY

The Service Technician is responsible for the completion of Service related work within the organization. This work will include installation, preventative maintenance, warranty work, and troubleshooting / repair of CNC machines at Customer sites and shop build area. This individual will have frequent, direct contact with Customers and is expected to represent the company in a professional and courteous manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Related experience or training in a machine tool service environment:

Responsibilities: Levels 1 (0-2 yrs.) Levels 2 (2-7 yrs.) Levels 3 (7+ yrs.)

- Levels 1,2,3 Always represents OptiPro Systems in a professional and courteous manner.
- Levels 1,2,3 Promoting and performing preventative maintenance on customer equipment and conducting after-sales technical support and training
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- Levels 1,2,3 Responsible for flowing information back to OptiPro for future Sales Opportunities.
- Levels 1,2,3 Responsible for flowing information back to OptiPro for new and unresolved Service issues.
- Levels 1,2,3 Develop and maintain partner relationships with our Customers, Vendors, and related third parties.
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- Levels 1,2,3 Maintains and protects all company property, tools, vehicles, assets
- Levels 1,2,3 Performs work in a safe manner adhering to all policies, regulations, and laws for both OptiPro and the Customer
- Levels 1,2,3 Maintains up to date knowledge of products and methods to perform work in a safe and efficient manner
- Levels 1,2,3 Ensures the timely and accurate completion of work orders and required paperwork for all jobs including Customer sign offs, expense reports, receipts, etc.
- Levels 1,2,3 Accurately keeping track of time and material spent on jobs.
- Levels 1,2,3 Works with Service Coordinators and Customers to resolve Customer cases in a timely manner
- Levels 1,2,3 Travels to Customer site to Install New Machines
- Levels 1,2,3 Travels to Customer site to Maintain (Preventative Maintenance) the equipment that OptiPro sells
- (Basic/Interm./Adv.) Travels to Customer site to Troubleshoot the equipment that OptiPro sells
- (Assisted/little Supervision/ Unsupervised) Travels to Customer site to Repair the equipment that OptiPro sells
- Levels 2,3 Ability to Ball-Bar, Laser Compensate machine
- Levels 3 Ability to properly estimate jobs (materials, labor) – project manager for jobs

SUPERVISORY RESPONSIBILITIES

None

OTHER DUTIES AND RESPONSIBILITIES:

- Assist engineering with new designs
- Building maintenance and repair
- Internal equipment service and support

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Related experience or training in a machine tool service environment:

Required Skills: Levels 1 (0-2 yrs.) Levels 2 (2-7 yrs.) Levels 3 (7+ yrs.)

- Levels 1,2,3 Strong presentation skills and professional appearance
- Levels 1,2,3 Excellent interpersonal communication and customer relationship skills
- Levels 1,2,3 Attention to detail
- Levels 1,2,3 Proficient in verbal and written English
- Levels 1,2,3 Strong organizational skills
- Levels 1,2,3 Microsoft Office proficiency
- Levels 1,2,3 Ability to meet physical requirements of the job
- Levels 1,2,3 Valid driver license
- Levels 1,2,3 Valid Lock Out Tag Out training
- Levels 1,2,3 Willingness to work a flexible schedule
- Levels 1,2,3 Ability to work in a fast paced and dynamic work environment
- Levels 1,2,3 Must be able to handle troubleshooting technical problems that happen and learn any skills that are needed.
- Levels 1,2,3 Basic understanding of electrical, pneumatic, and hydraulic schematics; ability to read and Levels 1,2,3 interpret drawings and schematics
- Level 2,3 Knowledge of safe rigging methods
- Level 2,3 Technical/engineering background preferred
- Level 3 CNC machine tool programming experience

EQUIPMENT UTILIZED: *The equipment described here must be used by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Personal computer, telephone
- Other machines, equipment and tools, as required, to complete duties and responsibilities listed above
- Personal protective equipment, as required
- Specialized diagnostic and testing equipment
- Electrical test equipment
- Various hand tools

- Familiarity with CNC controls – for diagnostics

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment may be loud.

- Ability to work flexible hours; Frequent travel (day and overnight) and driving throughout identified territory is necessary (travel = 85+%)
- Travel for training on vendor equipment and industry trade shows.

Noises:

- Shop environment – Could work in areas with excessive noise. (Hearing protection provided)

MEASURES OF PERFORMANCE (KPI'S)

This position will be evaluated against the following criteria:

- Accuracy and timeliness of turning in paperwork for billing purposes
- Ability to resolve Customer issues in the minimum number of trips required
- Ability to estimate and meet estimates for job completion (time and materials)
- Ability to resolve cases in a timely manner (Number of cases completed)
- Timeliness and accuracy in the entry of time into GSS and reporting on a daily basis.
- Case Statistics – Average days open, average days Customer is down
- Customer satisfaction – Surveys

CERTIFICATES, LICENSES, REGISTRATIONS

Valid NYS driver's license required

Valid US Passport

Lockout-tagout – Control of Hazardous Energy

VISION REQUIREMENTS

- Close vision (clear vision at 20 inches or less) for computer screen.
- Color vision (ability to identify and distinguish colors) for reviewing blueprints.
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus. This is required when doing close work at varying distances from the eye – like using a computer and shifting gaze to documents).