



Position Description

Job Title: Field Service Engineer
Department: Field Service
Reports To: Field Service Manager

Pre-requisite:

- US citizen or legal alien.
- Must have a valid driver's license with no restrictions. Current car insurance on vehicle to be used in field service with minimum coverage of 100K/300K/100K.
- Posses or qualify for issue of passport and visa.
- Credit worthy with possession of active major credit card with at least \$5,000.00 credit limit.
- Owns hand tools and tool box with sufficient inventory to service AddisonMckee equipment. Tool kit may be purchased within 90 days of hire date.
- Service Engineers are typically assigned to a local geographic region. However, Field Service Engineers are expected to be available for domestic and international travel.

Scope & Responsibilities:

- Installation and setup of AddisonMckee equipment at customer location to bring the equipment to a production ready state. Train operators on machine operation and programming.
- Perform Planned Maintenance at customer site as customer requirements dictate.
- Perform machine evaluations and troubleshooting techniques to apply field repairs and adjustments on AddisonMckee equipment.
- Field installation of retrofits, upgrades, and machine options.
- Customer Training on operation, setup, and maintenance on AddisonMckee equipment.
- Recommends replacement of worn parts and applicable machine upgrades.
- Full documentation of service interventions through use of written and electronic service reports. Details completely reason for dispatch, error conditions encountered, and resolution to issues. Accounts for all time, expense, and material applied to job. Creation of site visit report where more in depth description of machine condition and events require. Service Reports due weekly.
- The Field Service Engineer is a resource for projects as time allows with schedule. Including but not limited to: Assistance to Sales, Tooling, and Mfg, as required. Generating field service procedures as assigned. Assistance in design and configuration of field service retrofits, maintenance programs, and spares listings. Telephone Technical Support to customers and service engineers.

Qualifications & Requirements:

- Associates degree in electrical, computer, or mechanical disciplines. 2 to 5 years experience working as a Field Service Engineer or manning a Technical Support role.
- Knowledge of test equipment typical for use in troubleshooting bend forming equipment including hand held meters, logic analyzers, oscilloscopes, and diagnostic software.
- Strong working knowledge of Windows XP/7, Microsoft Office, Internet Explorer, and VPN.
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, servo drives, Ability to read schematics.
- Mechanical aptitude and knowledge of hydraulic and pneumatic systems. Ability to read assembly drawings, dimensional drawings and blue prints.
- RSLogix 5000 and Siemens Drive Technology proficiency a strong plus.

Note: This Job Description is intended to be a guideline for the Service Engineer to understand the basic duties and responsibilities of their position. It is not intended to be 100% reflective of the tasks and duties they may be assigned in the support of the Service department and AddisonMckee customers.