



## Position Description

**Job Title:** Technical Support Engineer  
**Department:** Field Service  
**Reports To:** Director Customer Service

### Scope & Responsibilities:

- Answers customer support calls and e-mail. Dispenses advice, recommends spare parts and on-site service as required. Directly supports Field Service Engineers to diagnose and resolve field issues.
- Full user in Syteline system to generate Estimates, Customer Orders, RMA's, and Retrofit BOMs.
- Assigns and Schedules Field Service Engineer's to perform repairs, planned maintenance, new equipment commission, field machine upgrades, and customer training.
- Full network user to locate and analyze customer records, machine history, inventory records and trends, machine bill of materials, manuals, electrical, mechanical, and hydraulic schematics.
- Interfaces with Accounting, Engineering, Manufacturing, and Sales departments to notify them of issues and to coordinate resolution to customer account and machine issues.
- Analyzes Field Service Reports to identify technical problems to determine trends affecting future design, production, service, and maintenance processes. Recommends modifications to eliminate future problems, trends or chronic equipment deficiency and to forward that information to appropriate department.
- Constant customer interface to communicate advice, solutions, and customer order status.
- Processes Field Service Engineer service and expense reports to generate payroll, expense reimbursement, and customer invoices.
- Accepts responsibility for assigned projects to develop retrofits, training programs, and department processes.
- Assists with mentoring and training of Field Service Engineers to establish and improve their skills and troubleshooting methods to effectively support the AddisonMckee product base.
- Additional duties may be assigned as determined by management

### Qualifications & Requirements:

- 4 year Bachelors Degree, significant equivalent industry experience, or 5 years of related experience within the tube forming industry. Hands on operational and repair experience with tube benders, endformers, muffler equipment, and VMM measuring equipment is expected. Further experience and knowledge of equipment mentioned above tooling, design, repair, and adjustment of electric, mechanical, hydraulic, and servo systems. RSLogix 5000 and Siemens Drive Technology proficiency a strong plus.
- Strong working knowledge of Windows XP/7, Microsoft Office, Internet Explorer, and VPN. Strong computer literacy is required. Must have an aptitude to be fast study on Syteline operating system.
- Prior customer service experience and/or technical phone support is a plus.
- A working knowledge of machine tools, assembly and machining techniques.
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming. Ability to read schematics.
- Mechanical aptitude and knowledge of hydraulic and pneumatic systems. Ability to read assembly drawings, dimensional drawings and blue prints.

### Job Skills:

- Impressive English communication abilities (written and oral) with problem-solving and follow-up skills. Ability to establish and coordinate Training activities.
- Must be hands on and have ability to work independently to acquire necessary proficiency on tube forming equipment as well as part of a team environment.
- 15% + Travel