

Job Description

Date: September 2021

Title: Field Service Engineer I

Education: AS degree or equivalent

Experience: 2-5

Business: Repairs, refurbishes, and provides onsite and phone customer support.

Seica field service engineers perform scheduled maintenance to prevent mechanical malfunction; they also are called in to make repairs when equipment fails unexpectedly. This occupation may require extensive travel to satellite locations, including factories, production facilities and other sites as required by customers. As a traveling service engineer, they need to have well-developed communications skills to interact with on-site personnel.

Using visual cues, computer software programs and diagnostic tools, field service engineers test equipment using measuring devices, such as multi-meters, as well as other devices to determine whether parts or assemblies are faulty. FSE knowledge allows them to troubleshoot and solve issues, which may be explained in repair manuals or through work orders issued by the company. Field service engineers may need to clean, replace or install parts to maintain smooth operation of machinery and equipment.

In this position the field service engineer (FSE) is part of a team that is offering technical support to customers with the goal to maintain customers and improve sales. The general responsibilities of the FSE are:

- Will have some knowledge of where or how our products integrate in the production or NPI sites.
- Ability to interact professionally and clearly with customers.
- Be able to work with the office manager to provide assistance on contract proposals or service proposals.
- Be able to understand or ask discovery questions when on site about other business activity ongoing on with the customer to see if other opportunities may be available to pass onto the VP and/or sales manager.
- Ability to support a customer meeting in a group setting to achieve the desired outcome.
- Will be able to communicate effectively with customers who may have critical needs, unrealistic delivery requirements, or are unhappy with our performance.
- Be able to generate a corrective action report, meeting minutes, or similar "call to action" documents that can be both shared internally or provided to customers.
- Be able to obtain and work with our Italian colleagues on support items as they arise.
- Travel up to 50% of the time, domestically and at times on short notice.

The FSE must be able to work in a dynamic environment where there are often changes in priorities. In addition to the environment, the FSE must have a good demeanor when interfacing with customers, be personable, and be able to listen carefully. The FSE must be able to gather pertinent data from all functions such as application engineering, service and the customer experiences to be able to propose a solution or remedy for the intervention.