



JOB DESCRIPTION

Date:
Job Title: Field Service Engineer
Reports to: Director of Parts and Service
Family: Engineering
FSLA Status: Full Time, Non-Exempt

Job Objective

The Field Service Engineer (FSE) will perform services on robotic packaging equipment. The FSE will perform complex customer support activities involving onsite installation, service, repair, hardware/software integration, process and development support, test support, troubleshooting, and training at customer site in a timely and cost-effective manner. Domestic and international travel required. Weekend and holiday availability required. This role works closely with engineering on project testing and functionality.

Job Duties and Responsibilities

- The FSE will perform repair work in house and at the customer's site;
- Provides service and technical interface between customer and JLS.
- Assists engineering with iFAT, and installation prep work.
- Conduct on-site installation, commissioning, service, training, and maintenance.
- Advise customer on operation, maintenance, and modifications.
- Answer complex technical questions on equipment, and work with customer to troubleshoot problems.
- Display a high level of integrity, and work with little supervision.
- The FSE communicates with management, and the end user to help determine the appropriate action plan to resolve issues promptly.
- The FSE communicates daily with the Service Manager to ensure all open jobs are being handled promptly.
- The FSE works collaboratively with the Customer Service Team team to guarantee customer satisfaction.
- Monitor cost and expenses as it relates to projects, service, and parts.
- Respond to phone support request as assigned.
- Be able to evaluate and determine solutions working as a team or individual.
- Sell additional value-added services, spare parts, upgrades etc. when visiting customer sites or as the opportunities arise.
- Turn in accurate detailed reports in a timely manner. Respond promptly to all customer service issues.
- Work with the CST team to generate accurate quotes for service, and parts.
- Assist engineering with any ongoing projects.
- Take the necessary steps to stay current with ongoing technology
- Other duties as assigned;

Knowledge, Skills and Abilities

- High School diploma, 2- or 4-year technology or electronics degree preferred;
- 3 - 5 years of experience with automated machinery;
- Ability to work all levels of electrical voltage; single and three phase;
- Strong ability to troubleshoot and repair electrical problems;
- Ability to understand and navigate through PLC and servo motor drive control software;
- Knowledge of PLC programming;
- Ability to comprehend and demonstrate mechanical assembly and troubleshooting techniques;
- Ability to perform manual assembly of basic machine components and or subassemblies;
- Basic understanding of computer IT and communications;
- A working knowledge of VFD's;
- Good Electro/Mechanical knowledge;
- Ability to build rapport and interact effectively with personnel at all levels within the Company and with vendors and business partners outside the Company;
- Demonstrates highly-ethical behavior and good judgment at all times;
- Effective listening, verbal, and written communications skills;
- Good problem-solving skills;
- Effective time / project management skills;
- Demonstrated ability to professionally respond to stressful situations in a patient, friendly, and timely manner;
- Leads by example always portraying the Company in a highly-professional manner both within and outside of the office;
- Ensures accurate, timely completion of assigned responsibilities/projects;
- Respectfully accepts coaching and guidance provided constructively in order to continually improve, grow, absorb, and adapt;
- Good analytical and problem-solving skills;
- Good time management skills;
- Ability to perform multiple tasks and organize assigned tasks according to priority;
- Basic computer skills;
- Ability to read mechanical drawings and electrical schematics;
- Ability to read customer supplied fabrication drawings to ensure JLS equipment works within specified parameters;
- Ability to effectively communicate in writing using written text, mechanical and electrical drawings, diagrams and machine schematics to describe a problem or suggested improvement;
- Must have a valid passport or be eligible to obtain one;