



JOB DESCRIPTION

POSITION TITLE: Home Office Field Service Technician

FSLA: Non-Exempt

EMPLOYMENT STATUS: Full-time Regular

REPORTS TO: Technical Operations Manager

WORK SCHEDULE: 8:00 am to 5:00 pm or as needed by customer. Travel 25% to 75%.

DEPARTMENT: Service

LOCATION: Dayton, Ohio Area

JOB SPECIFICATIONS

Knowledge of: Welding, robotics, computers, electronics, pneumatics, and hydraulics.

Ability to:

- Read and understand mechanical, electrical/electronic, pneumatic, and hydraulic drawings, schematics, and diagrams.
- Apply technical skills in an effective manner.
- Demonstrate interpersonal skills, including excellent written and verbal communication skills.
- Work effectively with little or no supervision.
- Travel upon request (25% to 75% of time).

Skill / Experience: Must be fully trained on all current and past robot and controller types.

Education: An Associates Degree in a technical field or equivalent is required plus three to five years experience in a related field or equivalent combination of education and experience.

Licensure or Certification Requirements: Valid Drivers' License

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provide customers with technical support in the following areas: installation and startup, preventive and corrective maintenance, application support, system modifications, and telephone support.

1. Perform emergency corrective maintenance in the field utilizing in-depth troubleshooting of a wide variety of robot models and peripheral equipment.
2. Provide in-depth troubleshooting via phone with customers in the field.
3. Perform preventive and corrective maintenance on customer product in-house.
4. Adhere to safety standards in the field and at customer locations.
5. Accurately and in a timely manner complete all paperwork associated with trips and in-house repairs.
6. Inform Regional Sales Managers (RSM) of service related issues in their area and coordinate any sales leads with the appropriate RSM.
7. Provide technical support to other Field Service Technicians in the field.

8. Provide technical support to all distributors.
9. Assist customers via phone and in the field on application and process related issues.

SECONDARY DUTIES AND RESPONSIBILITIES

1. Provide support to Customer Service Department (CS) regarding identification of repair parts issues for customer spare parts orders.
2. Assist CS with identification of warranty vs. non-warranty issues.
3. Perform in-house and on-site demo's to customers.
4. Assist Training Department as necessary with in-house and on-site training for both standard and non-standard training courses.
5. Assist customers with modifications/retrofits of equipment to existing systems.

SCOPE OF SUPERVISION: No supervisory responsibilities. Works under general supervision of Technical Operations Manager.

EQUIPMENT OPERATED: Computer, robotic and welding equipment.

WORKING CONDITIONS: General office and manufacturing conditions and travel.

USUAL PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.

While performing duties of this job, the employee regularly exhibits digital dexterity when working on the computer. The employee frequently sits for extended periods of time, and stands and walks in the execution of duties. Employee occasionally bends and reaches. Vision demands includes frequent close, relatively detailed vision using a computer screen and working on Daihen equipment. Employee drives and/or flies to customer sites. Employee uses robotic and welding equipment. Employee must maintain regular attendance and punctuality as an essential part of the job function.

<p>This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position.</p>
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