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## FIELD SERVICE ENGINEER

**STATUS:** Full-time

**HOURS/TRAVEL:** 40 hours per week. Occasional overtime and both domestic and international travel required.

### DESCRIPTION/RESPONSIBILITIES:

The Field Service Engineer will be an energetic, creative problem solver who likes the idea of working in a fast-paced, high-integrity, highly accountable team setting. The Field Service Engineer will perform customer support for both internal and external customers. Additional responsibilities include, but are not limited to:

#### CUSTOMER SUPPORT

- Onsite installation, service, repairs, hardware integration, testing
- Remove and onsite troubleshooting
- Operator training and/or maintenance personnel training at customer sites

#### SALES & CUSTOMER SERVICE SUPPORT

- Recording customer interactions and service solutions provided
- Thoroughly documenting service solutions as a means to expedite future solution delivery

#### COMPANY-RELATED

- Identify root cause of recurring issues to prevent future issues
- Maintain showroom demo equipment
- Provide equipment setup and teardown at industry tradeshow
- Facilitate the training of new field service personnel

### QUALIFICATIONS:

An ideal candidate must exhibit the following traits:

- BS in Engineering or related AS degree with applicable experience
- Hands-on experience with AC motors, DC motors, drives, PLC's (preferably AB & Mitsubishi), HMI's, power supplies, optical sensors, pneumatic actuators and conveyors
- Read and interpret operator manuals, electrical schematics, mechanical layout drawings, exploded view assembly drawings and bills of material (BOMs)
- Demonstrated track record of sound troubleshooting and problem-solving skills
- Excellent listening, written and verbal communication skills
- Ability to work with minimal supervision in a cross-functional team setting
- Ability to stay cool under pressure and treat colleagues, customers and suppliers with respect at all times
- Familiarity with Microsoft Office (Outlook, Excel, Word)
- Working knowledge of Salesforce is a plus
- Willing to observe safe work practices of both Felins and customer site safety policies
- Must have a valid driver's license

The Field Service Engineer will report to the Manager, Purchasing & Technical Services.