

## FIELD SERVICE ENGINEER

**STATUS:** Full-time, Exempt

**HOURS/TRAVEL:**

- 40+ Hours per week. Travel both Domestic and International.

**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.
- Perform customer support for both internal and external customers.
  - On-site installation, service, repairs, hardware integration, testing
  - Remote and on-site troubleshooting
  - Operator training and/or maintenance personnel training at customer sites
- Support Sales & Customer Service
  - Recording customer interactions and the service solutions provided
  - Thoroughly document service solutions as a means to expedite future solution delivery
  - Identify root causes 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:**

We pride ourselves on being flexible but there are some things we feel strongly about. An ideal candidate must exhibit the following traits:

- FUN, passionate attitude with customer-focused mindset and can-do energy
- Sets an example for others through actions that support and reinforce Felins' mission and core values
- Self-starter with the ability to work with minimal supervision in a cross-functional team setting
- Ability to stay cool under pressure and treat colleagues, customer and suppliers with respect at all times
- Willing to observe safe work practices of both Felins and customer site safety policies.
- BS Degree in Engineering or related AS Degree with applicable experience
- Hands on experience with AC motors, DC motors, Drives, PLC's (preferably Omron, AB & Mitsubishi), HMI's, power supplies, optical sensors, pneumatic actuators and conveyors.
- Read and interpret operator manuals, electrical schematics, PLC Ladder Logic, mechanical layout drawings, exploded view assembly drawings and bills of material (BOM's).
- Demonstrated track record of sound troubleshooting and problem-solving skills.
- Excellent listening, written and verbal communication skills
- Familiarity with Microsoft Office (Outlook, Excel, Word)
- Working knowledge of Salesforce is a plus
- Must have a valid driver's license

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