



Sani-Matic Job Description

Title: Field Service Technician
Reports to: Tactical Solutions Manager

Dept: Field Service
Status: Non-Exempt

Job Summary:

Perform scheduled installations and scheduled preventive maintenance tasks, such as checking, cleaning, and repairing equipment, to detect and prevent problems.

Essential Functions:

- Test equipment both at Sani-Matic (SMI) facility and at customer locations.
- Perform commissioning tasks at customer locations.
- Oversee installation of equipment.
- Assist with Validation of equipment both at SMI facility and at customer locations.
- Operate equipment to demonstrate proper use.
- Examine work orders and converse with equipment operators to detect equipment problems and to ascertain whether mechanical or human errors contributed to the problems.
- Operate equipment to demonstrate proper use and to analyze malfunctions.
- Test faulty equipment to diagnose malfunctions, using test equipment and software, and applying knowledge of the functional operation of electronic units and systems.
- Repair and adjust equipment, machines, and defective components, replacing worn parts such as gaskets and seals in watertight electrical equipment.
- Advise management regarding customer satisfaction, product performance, and suggestions for product improvements.
- Inspect components of industrial equipment for accurate assembly and installation and for defects such as loose connections and frayed wires.
- Study blueprints, schematics, manuals, and other specifications to determine installation procedures.
- Complete all other duties as assigned by manager.

Knowledge / Skills / Expertise:

- Completion of a Secondary education degree is required.
- Minimum 2 years of related technical and/or mechanical capital equipment repair/install experience is preferred. *(Additional years of education and experience may be substituted for each other, as determined by Human Resources.)*
- PLC troubleshooting experience is desired.
- Able to prioritize without supervision and lead initiatives to achieve a common goal.
- Ability to understand and work toward profitability goals.
- An excellent listener able to pose pertinent questions and provide creative solutions.
- Able to diagnose a customer's "need" vs. "want".
- Enjoys solving technical problems and maintains a customer-centric service attitude.
- Enjoys developing long-term customer relationships.
- Highly organized and able to manage multiple tasks under pressure.
- Professional English knowledge in speaking, reading and writing.
- Upbeat and ethical individual with a sense of urgency, responsibility and persistence.
- Above average typing, spelling and grammar skills to complete proper reports and paperwork.
- Proficient with MS office including Word, Excel, PowerPoint, Salesforce.com, laptop, etc.
- **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Repairing and Maintaining Electronic Equipment** — Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on electrical or electronic (not mechanical) principles.
- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Interacting with Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Environmental Conditions:

- Humidity level may be elevated during summer months in manufacturing areas at times.
- Exposure to certain contaminants, at times, in the manufacturing areas.
- Exposure to loud noise levels, at times, in the manufacturing areas.

Physical Demands:

- This position requires occasional use of your arms and legs and moving your whole body such as climbing, lifting, balancing, walking, stooping and handling materials, as required to conduct testing.
- Climbing on ladders may be required at times in association with testing.
- The use of safety equipment such as safety glasses, steel toed shoes, gloves, helmets and hearing protection is utilized daily in the plant.
- While performing the duties of the job, the employee must be able to use a keyboard, calculator and telephone.
- Required to stand or walk, sit, talk, hear, and use hands to finger, grasp, handle, or feel.
- Must be able to lift and maneuver 50 lbs. without physical restrictions.

What Sani-Matic Offers and Expectations of Employees:

A culture that embraces five Core Values:

- Do what is right.
- Put customers first.
- Commit to continuous improvement.
- Focus on safety.
- Deliver consistent quality.

Note: This job description is reviewed periodically and may be subject to change.

