

Title: Field Service Technician
Reports to: Tactical Solutions Manager

Dept: Field Service
Status: Non-Exempt

Position 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 facility and at customer locations.
- Perform commissioning tasks at customer locations.
- Oversee installation of equipment.
- Assist with validation of equipment both at Sani-Matic 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.

Knowledge / Skills / Expertise:

- **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 the basis of 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:

- Frequent travel to customer plant locations is required – at least 50%.
- Humidity level in the shop may be elevated during summer months.
- Exposure to certain contaminants in the shop, at times.
- Exposure to loud noise levels in the shop, at times.

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.

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

What Sani-Matic Offers:

A culture that embraces five Core Values:

- Do what is right
 - Put customers first
 - Commit to continuous improvement
 - Focus on safety
 - Deliver consistent quality
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- A highly competitive wage and the ability for internal growth opportunities.
 - Health, vision, dental, LTD, STD, and Life Insurance.
 - 401k with company match.

Resumes can be sent online via the company’s Careers website page or faxed to 608-226-8550.