



SencorpWhite

OPEN POSITION

CeraTek Service Technician

Location: Hyannis MA

Responsible for servicing CeraTek equipment on-site or remotely for CeraTek customers. Assumes ownership for assigned tasks and completing work on a timely and quality basis. Adheres to standard procedures and schedules; however must also be able to troubleshoot and problem solve, as required by the job at hand. Must be customer-focused and project a positive, professional image for CeraTek. Also needs to be a self-starter and take direction well from supervisor. Good computer, electrical and mechanical skills are required.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Programs various types of programmable controllers (PLC's) by testing, installing and debugging programs.
- Programs customer interface devices by testing, installing and debugging.
- Loads and debugs servo controller programs.
- Tests and debugs wiring and controls on all types of SENCORP products.
- Sets up, loads and debugs computer control software for SENCORP products.
- Analyzes malfunctions and troubleshoots solutions on site or remotely.
- Recommends parts and/or additional service, as necessary.
- Notifies Service Engineer and/or supervisor regarding any issues that impact the ability to provide positive results affecting customer satisfaction with the service call, Customer Satisfaction Department or any Sencorp products. [Daily contact with either the Service Engineer or Supervisor is required to discuss progress of the service call.] Offers recommendations to solve problems.
- Documents service provided and changes to software for customer.
- Will conduct on-site Predictive Maintenance Inspections on Sencorp machinery using various measurement and testing devices. Once the on-site inspection is complete, generates a detailed list of replacement parts and passes list to the parts department for quoting.
- Adheres to safety procedures at HQ and remote locations. Reports any safety issues, including "near misses" and accidents as soon as possible.
- Submits accurate, complete travel expense accounts within 5 days of completion of business trip.

SPECIFIC CHARACTERISTICS, SKILLS AND ABILITIES REQUIRED:

- Demonstrates a positive team spirit in daily activities.
- Ability to exercise good communication, organization and time management skills in a changing work environment.
- A customer-focused, "how may I serve you" attitude, with timely follow-up is required.
- Ability to present technical information in a positive and understandable manner.
- Demonstrates a professional demeanor, especially when on-site with customers.
- Must strive for continuous improvement and excellence, both technically and in service.
- As a self-starter, must possess the ability to be resourceful, work independently, where appropriate, and recognize when higher intervention may be necessary.
- Must be able to read and comprehend both electrical and mechanical blueprints, make field changes to blueprints, if required, understand and change PLC ladder logic and be proficient with both Windows and DOS-based computer programs.
- Must be able to fully adhere to the law, and respect the privacy of all employees.
- Regular overtime required to meet customer needs. Travel up to 75% of the time.

EDUCATION, EXPERIENCE AND/OR CERTIFICATION REQUIRED AND PREFERRED:

- High school diploma, GED or equivalent work experience required.
- Three+ years of previous capital equipment service technician experience strongly desired.
- Certificate program or advanced training in PLC logic a plus.
- Basic knowledge of electrical control systems and troubleshooting. Basic knowledge of pneumatics and troubleshooting.
- Continuous improvement in skill-set required.
- Experience in FDA environment preferred

HOW TO APPLY:

- Interested candidates notify Noelle Forde or have the candidate email their resume to jobs@sencorpwhite.com