



## OPEN POSITION

### Sencorp Field Service Technician

Location: Hyannis

#### **BASIC FUNCTION**

Responsible for servicing SENCORP equipment on-site or remotely for SENCORP 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 SENCORP. Also needs to be a self-starter and take direction well from supervisor. Excellent computer, electrical and mechanical skills are required. PLC troubleshooting experience desirable.

#### **PRIMARY DUTIES AND RESPONSIBILITIES:**

- Analyzes machine malfunctions and troubleshoots solutions on site or remotely.
- Repairs all mechanical and electrical machine failures on site.
- 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. Offers recommendations to solve problems.
- Documents service provided and changes to software for customer, updates master files at headquarters.
- 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.
- Troubleshoots 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.
- Travel approximately 60%, some international travel required. Valid US Passport is required
- Submits accurate, complete travel expense accounts within 5 days of completion of business trip.
- Follows up with customer to ensure complete satisfaction.

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Demonstrates machine HMI, machine operation and maintenance schedules both on-site at customer's facility and at Sencorp during machines acceptance, if required. Provides training at customers site acceptance, as required. Performs other duties as assigned by supervisor in the event of special projects or unplanned tasks in a timely and efficient manner.
- Daily contact with either the Service Engineer or Supervisor is required to discuss progress of the service call.
- Serves as back up to other positions to cover vacations and other absences.

#### **EDUCATION, EXPERIENCE AND/OR CERTIFICATION REQUIRED AND PREFERRED:**

- Electrical Engineering degree preferred.
- Three+ years of previous capital equipment service technician experience strongly desired.
- Proven Electrical wiring expertise essential.
- Certificate program or training in PLC logic and Siemens control units desirable.
- Continuous improvement skill-set required.

***\$500 Referral Reward for this Position***