



SencorpWhite

## OPEN POSITION

### Process Technician

Location: Hyannis MA

#### **Basic Function:**

The role of Process Technician is a key role within the SencorpWhite organization ensuring customer satisfaction with our product performance both here at SencorpWhite and at the customer's facility. The Product Support Technician will serve as a liaison between the Customer, Project Management and Manufacturing during the FAT (factory acceptance test) and SAT (site acceptance test) activities providing instructions on machine operation, maintenance and the thermoforming process. Secondary duties will include assisting with scheduled customer training not connected to FAT/SAT activities plus aftermarket sales on newly delivered machines as required. Must be customer-focused and project a positive, professional image for SencorpWhite. Also needs to be a self-starter and take direction from supervisor.

#### **Primary Duties and Responsibilities:**

- Perform process debug prior to customer arrival for FAT to ensure the machine meets sales order specification, customer requirements and SencorpWhite quality standards. Facilitates FAT, customer training detailing machine function, operation and recommended maintenance procedures.
- Verify changes requested by customer during FAT prior to shipment
- Conduct SAT activity at the customers facility. Assist project manager to obtain machine acceptance sign-off
- Promptly resolve customer issues and maintain good communication channels between customers and relevant departments within the organization.
- Anticipated travel up to 50%, some international travel required.
- Submit accurate, complete travel expense report with 5 days after trip

#### **Additional Duties and Responsibilities:**

- Performs other duties as assigned by supervisor in the event of special projects or unplanned tasks in a timely and efficient manner.

#### **Education, Experience, and/or Certification Required or Preferred:**

- Knowledge of Thermoforming and/or Packaging equipment preferred
- 5+ yrs. of previous operation, maintenance & thermoforming process experience strongly desired.

#### **Physical Requirements of Position:**

Manual dexterity sufficient to effectively use hand tools. Visual acuity to interact with computer terminal, mechanical design prints and written instructions. Communication skills to interact with others. Tolerance to eye and upper/lower body stress associated with extended periods working with machinery and standing/walking. Mobility to climb step ladders and equipment. Must be physically agile and able to fit in small spaces on occasion, as well as have physical strength to properly handle large manual tools. Periodic lifting of up to 35 lbs.

#### **How to Apply:**

- Notify Noelle Forde or have the candidate email their resume to [jobs@sencorpwhite.com](mailto:jobs@sencorpwhite.com).