



Customer/Field Service Technician Job Description

Job Title:	Customer/Field Service Technician	Position Type	Full Time
Location:	San Diego County	Travel Required:	25%

Applications Accepted By:

Fax or E-mail:

(760) 741-7269 or careers@automationgt.com

Subject Line: Attention: [Careers RE: Customer/Field Service Technician Position]

About Automation GT

Headquartered in San Diego County, California, Automation GT provides a progressive and positive work environment. We value our employees and encourage both personal and career growth. Our advanced technology environment presents employees with challenging and satisfying work backed by our core values of hard work and respect in an inclusive environment of diverse, committed and highly accomplished people.

Automation GT offers staff members a compelling package, which includes competitive base pay and bonus opportunities, superior benefits, an outstanding work environment and opportunities for career development. Through these comprehensive offerings, every individual has the chance to achieve significant growth, both financially and professionally.

Job Description

Responsibilities:

- Customer Support
 - Answers support phone line as well as any voicemail throughout each business day
 - Responds to customer service calls (on-site, or on-line; during the day and after hours)
 - Ensures timely response to customers
- Troubleshooting
 - Risk Mitigation - anticipate problems before they occur
 - Checks indicated points of trouble, analyzes full requirements of system involved and checks and tests system components.
 - Diagnoses trouble or defect, determines corrective action and repairs system.
 - Performs preventative maintenance and diagnostics on automation system and components. Ensures that automation system is properly maintained and operating correctly.
 - Completes service repairs, replacements, upgrades, adjustments and calibration on automation systems and components following issued tasking, maintenance, troubleshooting and installation instructions.
 - Performs system checkout and assists in automation systems startups for service installed jobs. May coordinate electrical installation with electrical contractor at job site as

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- required.
- If improper operation is due to another system or component, discusses problem with customer and/or office and advises of the best course of action.
- Knowledge of the software to be able to make programming changes and adjustments where necessary (e.g. Vision Cognex Insight, Maple Systems HMP/PLC Allen Bradley, IAI Controller)
- Escalates to Project Manager and/or Lead Sales Engineer where necessary
- Documentation
 - Read all spec sheets on product to be fully knowledgeable; have a working knowledge of how product works
 - Completes and submits written service orders (for non-warranty as well as warranty products). Documentation to include such items as Detailed Issue, Detailed Resolution, Date/Time Customer Initiated Service Ticket, Date/Time ticket closed/resolved, ...
 - Completes and submits bi-weekly timesheets (includes project time tracking)
 - Documents Test Plan & Acceptance Tests
 - Documents Product Change Notifications and submits to Project Manager
- Installation
 - Installs product at customer site
- Acceptance Tests
 - Work in conjunction with engineers throughout assembly process to ensure thorough knowledge and familiarity with product
 - Testing of all aspects of product
 - Coordinate with customer to ensure we have samples for testing of the product
 - Coordinates and documents Acceptance Tests (based on customer requirements) and ensures signoff internally and final signoff by customer
- Training
 - Trains the customer (e.g. process engineer) on all aspects of the product
 - Delivers technical support, coaching and direction to end users and field labor when applicable
- General
 - Interface with all project team (i.e. Software Engineer, Mechanical Engineer, Electrical Engineer, Assemblers, Project Manager...)

Minimum Work/Education Qualifications:

- Bachelor's degree in Mechanical Engineering preferred
- 1-3 years engineer/service experience or 2 years Service Trainee experience
- Knowledge of automation systems, electrical concepts, and building operations preferred. Working engineering and programming background preferred. Skilled in programming, job start-up and checkout, and troubleshooting.
- Preferred experience with mechanical and electrical engineering
- Ability to read/understand technical drawings and schematics
- Customer Service background and experience required (preferably in the manufacturing/automation industry)
- ERP experience a plus

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Qualifications/Skills:

- Proficient in MS Office 2010 (Excel, Word, Outlook) and general computer literacy
- Excellent written and verbal communication and customer relation skills
- Must be a self starter, team player, work well with others and have a positive attitude
- Must have ability to prioritize, multi-task and meet deadlines
- Sharp, quick, dedicated and innovative problem solver
- Must be a creative thinker, results oriented, focused, and attentive to detail and accuracy
- Core values and continuous self improvement
- Must be organized, detail oriented, and able to think designs through completely