



Field Service and Engineering Technician

The Field Service and Engineering Technician will support and improve operations, including troubleshooting equipment and process issues, performing and documenting fixtures and equipment maintenance, and updating process documentation. The Technician is responsible for supporting engineering product development, testing, and manufacturing teams, and assists engineers with projects through building or procuring test equipment and performing testing, including process validations. Performs on-site servicing, customer service and support of our products. The Technician services, repairs and delivers equipment according to manufacturer's specifications.

Essential Functions:

- Identify and troubleshoot process, material, or equipment problems to minimize down time and recommend solutions.
- Develop, assemble, procure or modify existing and new tooling, fixtures, and equipment to ensure efficient production methods.
- Assist the engineers with revisions and improvements to manufacturing methods and procedures, including writing change orders and deviations.
- Schedule, complete, and document routine maintenance on applicable manufacturing and test equipment.
- Read schematics, assembly drawings, data sheets, and process sheets to perform testing, build fixtures, checkout and trouble-shoot equipment.
- Assist in failure analysis, troubleshooting, rework/repair of non-conforming product to determine root cause.
- Perform tests, gather data, and write results/reports using various types of electro-mechanical equipment.
- Comply with policies, guidelines and regulatory requirements.
- Supports periodic volume increases through testing of production product following applicable processes and procedures.
- Assists with engineering activities including assembly and benchtop evaluation of electromechanical and electronics assembly prototypes.
- Maintains testing equipment in clean and safe working condition. Replaces worn or damaged parts of equipment. Maintains organized lab and shop.
- Customer service for internal and external customers.
- Domestic travel for customer service visits and in-field equipment servicing.
- Perform field service work that includes installing, repairing, maintaining and troubleshooting products in the field. This includes travel to customer facilities, support via telephone, and the dispatch of replacement/repaired parts.
- Establish a strong supportive relationship with customers.
- Delivers and picks up equipment, assures that all documentation is complete and accurate with proper signatures obtained.

- Trains/educates customers in the proper use, care, and safety of equipment purchased or rented. Performs minor fitting and adjustments of equipment.

Qualifications:

- Associate's Degree in Engineering Technology or related field; or equivalent combination of education and experience.
- Ability to perform all assigned tasks, work independently, and complete work on schedule.
- Basic understanding and ability to read prints and schematics.
- Background in practical electronics, electronic test equipment and troubleshooting.
- Excellent communication skills and ability to manage customers from a service perspective.
- Ability to travel throughout United States as needed to support ongoing R & D programs (~10%)
- Ability to develop and execute a detailed test plan.
- Working knowledge of computer programs (Microsoft Word, Excel, Outlook).
- Strong problem solving skills and efficient management of time and resources.
- Prior experience in a medical device manufacturing environment preferred.
- Experience in a regulated environment, such as ISO and FDA QSR preferred.
- Ability to use and understand general test equipment.
- Working knowledge of standard machine shop equipment and process.
- Good organizational skills and strong attention to detail.
- IPC certification for soldered electrical and electronic assemblies is highly desirable.
- Professional demeanor and the ability to work under pressured conditions.
- Above average organizational skills, with a high level of attention to detail and sincerity in customer satisfaction.
- Must have and maintain a valid driver's license.