Service Tech Support Specialist

The Service Tech Support Specialist is a trained professional engaged in performing the field installation and its maintenance. Technicians are responsible for the field operation, troubleshooting, repair, and client training of devices in an assigned location. They may also include training a plant's maintenance team or other key colleagues on how to perform equipment maintenance.

The Service Tech Support Specialist delivers the service and customer assistance during field visits as per the client's requirements. They manage all onsite implementation, diagnostics, and testing.

Responsibilities

* To offer service and customer assistance during site visits
* Send technical documentation and drawings to customers
* Assume remote control over customers' computers when necessary to resolve problems.
* Obtain technical documentation and drawings to complete customer manuals.
* To manage the workflow as per the given schedule
* They work onsite fitting, repair, and maintenance needed for startup
* To diagnose faults or technical issues and find proper solutions
* To produce detailed service reports for the field visits
* To follow organizational processes and protocols
* To comprehend customer needs and make suitable suggestions
* To build confident relationships with customers with better work protocol
* Test and troubleshooting for faulty devices and during startup.
* Complete switching mechanisms' configuration, fixing, and cable routing.
* Proficiency with Microsoft Office software, and general computer technology skills.
* Work safely without presenting a direct threat to self or others.
* Compliance with all safety rules and guidelines.
* A strong work ethic and great attitude are needed.
* Consistently adhere to assigned work schedule, ensuring punctuality and reliability.

Travel is required.

Other duties as assigned by the Supervisor.

Valid Driver's License required

All job offers are contingent upon successfully passing a pre-employment drug screen.

Skills

Both of the following skillsets are preferred, but adequate proficiency in at least one of the two skillsets is required. Appropriate technical degrees or relevant experience are both acceptable.

Electrical/Controls Skillset

Understanding electrical schematics and component specifications

Industrial electrical machinery troubleshooting

Ability to perform in place electrical repairs and upgrades

PLC, HMI, and other programming troubleshooting controls

Able to communicate problems with electrical engineers when needed

Mechanical Skillset

Understanding of mechanical and assembly prints, components, and general functions

Integrated fluid systems (hydraulic, pneumatic, water) troubleshooting

Some level of welding and other fabrication skills for in place repairs

Able to troubleshoot problems associated with the mechanical build of a machine include proper fasteners, welds, materials, coatings, tooling, and assembly

Able to communicate problems with mechanical engineers when needed