

JOB TITLE: Field Service Technician	
DEPT NAME: Field Service	FLSA STATUS : <input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NON-EXEMPT

POSITION SUMMARY

Provide on-site assembly, field inspection, maintenance and repair of the company's process solution products. Interact with customers to schedule service calls, materials and repairs as needed. Assist and/or perform assembly of process solution equipment in the plant as required. Ensure all work meets De Dietrich established quality, quantity and performance standards.

POSITION QUALIFICATIONS

MINIMUM EDUCATION: Associate degree in a mechanical technology or equivalent technical training

MINIMUM EXPERIENCE:
Two years' experience as a field mechanic with traveling and customer interaction or comparable number of years with De Dietrich in a comparable position. Good knowledge of the chemical or petroleum industry environment and OSHA safety regulations and policies.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:
Ability to travel at least 80% of the year. Good knowledge of the company's products and how they work. A high mechanical aptitude is required to evaluate problems and present solutions. Individual must be able to calculate critical dimensions of process equipment in the field. Ability to lift a minimum of seventy pounds repeatedly for extended periods of time. Ability to operate all forms of hand and power tools. Ability to use test equipment such as voltage spark testers, magnetic induction and ultrasonic thickness testers, and OSHA safety equipment. Good interpersonal skills.

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES:
Thorough knowledge of the company's products and how they are used. Ability and need to provide a solution for the customer. Must be disciplined and enjoy working alone. Must be a self-starter who takes initiative to start and implement the trouble shooting process without relying on other people to resolve problems.

SUPERVISORY RESPONSIBILITIES: YES NO
Occasional supervision of assembly department shop personnel, subcontractors, or customer's maintenance personnel

- ESSENTIAL JOB FUNCTIONS:**
- Contact customers to schedule field service inspection, maintenance and/or repairs.
 - Trouble-shoot problems at customer's location and make necessary repairs/corrections to keep company products operational in accordance with established quality and time standards.
 - Work with Quality Control, Production Departments, and Sales Department, through their manager, to resolve problems found in the field, and to take corrective actions so that internal corrections can be made.
 - Perform in plant assembly of process solution equipment as required.
 - Perform other related duties as assigned by supervisor.

WORKING CONDITIONS:
Employee will work mainly in a well-ventilated office with occasional trips to industrial plant environments as necessary.