

## Field Service Tech

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**Department:** DISA Service  
**FLSA Status:** Non-Exempt  
**Work Schedule:** 40 Hours

**Job Status:** Full Time  
**Reports To:** Service Manager  
**Amount of Travel Required:** 90% - 100%  
**Positions Supervised:** None

### POSITION SUMMARY:

The Field Service Technician will be responsible for representing DISA in the marketplace and to build and reinforce customer relationships by providing responsive service to them. A successful hire will install, trouble shoot and repair DISA's green sand molding equipment and inspect DISA's molding equipment to identify all future parts and service needs. This position can be based from a home office anywhere in the US that has a major international airport within a short distance from home.

### ESSENTIAL FUNCTIONS

The Field Service Technician will be responsible for:

- Installation of new equipment
- Trouble shoot and repair DISA green sand molding equipment.
- Inspect machines for safety, mechanical, hydraulic, pneumatic and electrical problems.
- Perform electronic and hydraulic tune-ups to machines.
- Evaluate the customer's needs for machine parts.
- Conduct training classes to inform and educate customer's maintenance personnel.
- Conduct direct and clear communication with the customers regarding their specific needs.

### CAPABILITIES, EDUCATION AND EXPERIENCE REQUIREMENTS INCLUDE:

#### Interpersonal Skills:

- Ability to build strong relationships with key stakeholders (maintenance personnel and management) within customer's organization.
- Ability to manage the activities of the customer's maintenance personnel and / or outside contractors during machine installations or major overhauls.
- Strong communication skills coupled with technical knowledge and aptitude. Must be good at problem solving and decision making and communicating these issues to clients in a positive and helpful manner.

#### Communications Skills

- **Oral:** Excellent verbal skills required to communicate complex instructions and analysis and present ideas, concepts and solutions to all levels of employees.
- **Language Fluency:** Qualified candidates must be fluent in English and Spanish would be a plus.
- **Written:** Excellent written skills are required to issue instructions and present ideas, concepts, and solutions to all levels of employees and vendors via email, graphs, charts, etc., that are organized, clearly stated and concise.

### SKILLS & ABILITIES

**Education:** Bachelors degree in an engineering or business-related discipline/major. Will consider high school graduate with the requisite on-the-job experience and knowledge.

## Experience:

- Previous experience in the maintenance area of a foundry operation.
- Previous hydraulic, pneumatic, electrical and electronics experience.
- Strong computer skills utilizing Microsoft Office products.
- Experience with sales, customer service, and key account management on a regional or national level requiring extensive travel and self-direction.
- Experience from an organization with a very strong focus on customer service

**Other Requirements:** Electrical, Mechanical, Pneumatic, Hydraulic, PLC knowledge and aptitude required.

## Computer Skills

Proficient computer skills, including Microsoft Office/Outlook.

## Other Requirements

This position has access to very sensitive business information and is subject to a signed Confidentiality, Non-competition and Invention Assignment Agreement. Understanding of scheduling, purchasing, production, transportation, credits, debits, and accounting terms. Ability to work in a changing team environment, with efficiency, accuracy and as a professional. Must be flexible and willing to work in areas and on problems that may not normally be part of the position but required for the efficient operation of the business. Must be professional in working with different personalities and under occasional stressful situations. Knowledgeable of product developments, nomenclature and its relation to sales analysis and operating statements.

## PHYSICAL DEMANDS

### Physical Demands

Stand	F (Frequently)	<b>Lift/Carry</b> 10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	<b>Push/Pull</b>	
Climb	O (Occasionally)	12 lbs or less	O (Occasionally)
Crawl	O (Occasionally)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	N (Not Applicable)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

## Other Physical Requirements

Vision (Near, Distance, Color, Peripheral, Depth Perception)

Sense of Sound (Ability to work safely)

Sense of Touch

Ability to wear Personal Protective Equipment (PPE) (Safety glasses/goggles, other PPE req. if entering Manufacturing/Process Environment)

## WORK ENVIRONMENT

Ability to work in a manufacturing, processing or office environment.

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approval: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.