

Position Description: Field Service Engineer

Reports To: Field Service Supervisor

Classification: Exempt

Salary Grade: A Tier

Summary/Objective:

This position is responsible for effectively commissioning and servicing Simpson supplied equipment at customer site. Duties include commissioning new equipment, technical support and troubleshooting of existing equipment, communicating the status of equipment to internal Simpson departments and its customers, as well as performing telephone support for Field Service. This position works under limited supervision in an automated environment. Travel is required throughout the Americas, Asia and Europe. Travel ranges 65% - 80%.

Essential Functions:

- Services existing equipment at customer sites in order to ensure that equipment is performing at optimal levels and according to machine specifications. Troubleshoot machines in order to isolate and resolve problems.
- Effectively commissions new equipment at the customer site. Ensures that the equipment has been properly installed for start-up -- both mechanically and electrically.
- Produces Service Reports, Start-Up Documentation, expense reports, and other reports pertaining to requirements of the position in an accurate and timely manner.
- Ensures that AX database and "Customer Profile Reports" are current with industry and customer intelligence.
- Performs warrantee service calls in order to troubleshoot and resolve equipment problems.
- Performs courtesy calls to current customers in order to ensure optimum customer satisfaction.
- Checks stock on customers' spare parts for capital equipment and uses suggestive selling techniques to increase spare parts sales.
- Seeks equipment upgrades and new equipment business opportunities and promotes the advantages of purchasing Performance Partnership Contracts (PPC's).
- Develops and provides ideas to Engineering to improve equipment design and eliminate reoccurring manufacturing and design flaws.
- Trains other Field Service Engineers when needed.
- Performs technical support via phone as scheduled.

Required Education:

- BS Engineering, Engineering Technology or equivalent experience
- Technical course work covering the following: mechanical, electrical, and pneumatic principles
- Coursework and demonstrated ability to work with PLC's and HMIs.

Required Experience:

- Minimum 5 - 7 years in an industrial environment with responsibility for industrial machine maintenance and commissioning
- Previous successful employment where direct customer contact required

