

QUALITROL COMPANY POSITION DESCRIPTION

JOB TITLE: FIELD SERVICE ENGINEER	EEO CATEGORY: PROFESSIONAL	FLSA: EXEMPT	SUPERSEDES: NEW
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REPORTS TO:

Customer Service Manager

BASIC FUNCTION:

Performs field installation, maintenance, customer training, and service for Serveron products Collaborating with colleagues in manufacturing, engineering, sales, and marketing, and interfaces with customers to understand their requirements, expedite repairs, improve operational efficiency, reduce future service problems, and address product quality, functionality, and reliability issues.

ESSENTIAL DUTIES:

1. Associates degree, military electronics training, or comparable combination of training and experience
 2. Knowledge and experience in troubleshooting and repair of electronic, electromechanical mechanical and fluid handling systems.
 3. Valid driver's license and a driving record acceptable to our insurance carrier
 4. Current passport, or the ability to obtain one for international travel
 5. Strong interpersonal and customer relationship skills
 6. Ability to work independently with minimal direction—and to collaborate with colleagues in other disciplines
 7. Relentless attention to detail and commitment to quality
 8. Propensity for getting the job done right the first time and must be willing to go the extra mile to verify that the job has been completed according to quality standards.
 9. Proficiency with Microsoft Windows, Microsoft Office suite and Windows based programs, as well as in the use of email, voicemail, cell phone.
 10. Excellent communication skills, both written and oral.
 11. Mechanical aptitude and skilled in the use of hand and power tools.
 12. Demonstrated skills in problem solving
 13. Must project a professional presence in front of the customer and must be the liaison between Serveron and the substation personnel
 14. Some heavy lifting up to 70 lbs.
 15. Multi-lingual is a plus.
 16. Extensive domestic (up to 75%) and international travel.
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QUALIFICATIONS:

BS Degree Engineering.
Minimum 1 year experience.
Excellent verbal and writing skills.
Strong customer service orientation.
Strong analytical and problem solving skills.

Working Conditions:

Office environment.
Overtime may be required.
