



Position: Field Service Technician

Date Posted: August 2018

Supervised By: Service & Warranty Manager – Egg Systems US & Canada

Supervises: Independent, Distributor and Contract installers

Location: Based out of office in Holland, Michigan

Service Area: Primarily the Midwest with possible travel to other domestic and international locations

Duties & Responsibilities:

- Will install, inspect, service and repair equipment in the field while under general supervision of the Field Service Manager
- Perform the duties of site manager if required at multi-house installations. This includes inventory management and general project coordination with customer service
- Maintains frequent contact with the main office to receive assignments and review service problems
- Writes service reports from findings in the field
- Frequently contacts customers regarding any service needs
- Refers more complex problems to the Field Service Manager
- Oversee cage installation process at various levels depending on our responsibility
- Coordinate independent contract installation crews
- Work closely with the Service Manager to develop and administer processes to better manage cage installations
- Work with the Service Manager to reduce warranty expense while improving customer satisfaction
- Conduct customer, Distributor or Installer training on system installation, operation and maintenance
- Conduct follow-up visits to installations to ensure proper system function
- Provide after sale technical support and service as required
- Recommend improvements to product ensuring ease of installation, improved function and cost reduction

Qualifications:

- 3-5 years service experience in poultry or livestock equipment
- High level of technical aptitude including electrical and mechanical systems
- Proficient and diplomatic with oral and written communication with customers

- 80-100% travel required
- Willing to work irregular hours including weekends if required
- General knowledge of common PC software including: MS Word, MS Excel and e-mail
- Ability to capture and transmit digital pictures via e- mail