



Position: Electrical Technician

Date Posted: October 2018

Reports To: After Sales Service Manager BDUS

Location: Regional

Service Area: United States and Canada

Travel: Estimated 50-75%

Responsibilities:

This person will be responsible for full support on executing controls system commissioning and to provide controls support to our customers during commissioning and troubleshooting after installations. This person will also provide assisting in the area of product development and product improvement.

- Assist in the design, installation, application, wiring, and troubleshooting of electrical/electronic systems, components, controls, PLCs, assemblies, Local Area Networks (LAN) with remote access via VNC as well as other Windows, Android, and iOS applications.
- Work with product line managers, customers, and sales team to resolve problems related to equipment function or application of electrical/electronic systems and farm management software.
- Develop testing and troubleshooting procedures for product installation and operation, as well as developing schematics and wiring diagrams as required for assembly drawings.
- Install, inspect, service, and repair equipment in the field.
- Perform duties of site manager if required at installations, including inventory management, coordinating contract installers, and general project coordination, with a focus on customer service.
- Conduct on-site training for customers, distributors, or contractors on system installation, operation, and maintenance.
- Closely work with Service Manager to develop as well as administer processes to better manage pig system installations, and recommend process improvements.
- Closely work with customer's Project Manager to develop and administer processes to manage installations.
- Write and submit field service reports on any issues found in the field.
- Provide after sales technical support and service as required.

Qualifications:

- 3 Associates Degree in Electrical Engineering or equivalent certifications.

- 3-5 years' service experience in installation, assembly, and/or operation of livestock equipment.
- 3-5 years' experience working with electrical systems, electronic controls, and PLCs.
- 5-7 years' experience working on mechanical systems, electrical wiring as well as experience with AC motors, motor protectors and controls.
- Strong oral and written communication skills, with an emphasis on superior customer service.
- Familiarity with the National Electronic Code, Canadian Standards Association, and I.E.C. codes.
- Able and willing to travel to customer sites within the United States and Canada as required, including overnight stays of up to five days. Travel to Big Dutchman Corporate HQ in Germany will be required for some training.
- Functional knowledge of common PC software including Microsoft Word, Excel, and Outlook, as well as the ability to send photo attachments.
- Possession or ability to obtain valid US passport.