



Position: Field Service Technician (Full-time)

Date Posted: May 2019

Supervised By: Field Service Manager

Supervises: Independent, Distributor and Contract installers

Location: Based out of South East, USA

Service Area: USA & Canada

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 week ends 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.