



# Job Description

## Field Service Technician

**Date Posted:** September 2019

**Supervised By:** Field Services Manager, Egg Systems

**Supervises:** Assigned contractors

**Location:** Varies

**Service Area:** North America with possible travel to international locations

### Duties & Responsibilities:

- Provides equipment assembly training to the installation crew leads.
- Assists with site organization methodology and assembly process best practices.
- Regularly inspects the equipment during assembly. Documents and reports discrepancies.
- Assists with part identification, shortages, overages and shipment verifications.
- Acts as a liaison between the customer, Big Dutchman, other contractors, and the project manager. Represents the best interest of Big Dutchman at all times.
- Maintains frequent contact with the main office to report discrepancies and discuss service problems.
- Writes and submits weekly service reports detailing work done and findings in the field. Uploads reports into CRM.
- Installs, inspects, services and repairs equipment in the field (after sales projects).
- Coordinates independent contract installation crews for repairs and rework.
- Offers suggestions to improve equipment assembly methods, reduce warranty, and improve customer satisfaction.
- Instructs farm personnel on the use and maintenance of equipment.
- Conducts follow-up visits to installations to ensure proper system function.
- Provides after sale technical support and service as required.
- Other duties as assigned by supervisor.

### 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.

**Big Dutchman, Inc. in Holland, MI (North America Headquarters)** is a leading global provider of complete innovative systems for modern egg, poultry and pig production. We are committed to providing long-lasting and performance-enhancing solutions that meet farmer's future needs. Big Dutchman offers excellent employee benefits and competitive compensation. To learn more, visit our website at [www.bigdutchmanusa.com](http://www.bigdutchmanusa.com).