

Position: Field Service Technician

Date Posted: July 2021

Location: TBD

Service Area: USA and Canada

Supervised By: Field Service Manager

Supervises: Independent, Distributor and Contract installers

Duties & Responsibilities:

- Will 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.
- Other duties assigned by Supervisor.

Qualifications:

- 3-5 years' service experience in poultry or livestock equipment preferred.
- High level of technical aptitude including electrical and mechanical systems preferred.
- 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.



Job Description

Big Dutchman, Inc. in Holland, MI (North America Headquarters) is a leading global provider of complete innovative equipment 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.