

JOB DESCRIPTION

Field Service Technician

Title: Field Service Technician

Reports to: Technical Customer Service Manager

Status: Full Time

Classification: Salary/Nonexempt

BST North America is the leading innovative manufacturer of quality assurance systems for the web processing industry. From our locations in Illinois, Wisconsin and Virginia, we have built a team who continues the quality innovation and service for our customers worldwide. This position reports to the Elmhurst, Illinois location.

Duties and Responsibilities:

- Maintain up-to-date technical knowledge of BST eltromat products to install, commission, train, and diagnose problems with equipment that is Microsoft based.
- Service previously installed equipment.
- Conduct computer networking with a knowledgebase of Windows and basic electrical aptitude.
- Ability to interpret and understand wiring diagrams, single phase AC, DC wiring, volt meter usage, RS 232 and RS 422, Ethernet protocol (TCP/IP) and soldering.
- Acts as Help Desk Technician for OEMs/customers.
- In-House BST eltromat modules testing and repair.
- Provide excellent customer service via phone, email and onsite.
- Communicate effectively with customers, salespersons, engineers and other departments.
- Prepare proper required documentation and tools to take to customer site.
- Receive safety training at customer site.
- Visit customers in order to review applications, collect technical details for Technical File of new or retrofit orders.
- Prepares Service/Time Report and Acceptance report for customer's approval.
- Assist in BST eltromat product demonstrations at trade shows.
- Assist with shipping and receiving in office when Parts/Inventory Manager not available.
- Physical ability to travel with 50 pound tool chest (on wheels) and agility for stooping, climbing, and crawling around printing equipment at customer sites.
- Be prepared for planned and emergency traveling to customers as business required.
- Make all air, hotel, and auto travel arrangements for travel to customer site according to Company travel policies

Experience Requirements:

- Previous Field Service experiences of 3 years+ with international experience a plus.
- Mechanical and electrical aptitude
- Electrical troubleshooting abilities
- Computer literate - proficient in Microsoft based systems
- Experience in image processing applications or printing and converting is preferred.
- Ability to work independently.
- Possess up to date driver's license with no physical limitations.
- Physical ability to travel by airplanes for extended amount of time.
- US Passport- this position requires some global travel and nationwide travel up to 75%
- Excellent Communication Skills.
- Spanish Language Skills a plus

Education Requirements:

- Associates degree in electrical or electronics engineering or equivalent experience required.