Field Service Technician

Looking for a career and not just another job?
Looking for a company/position where you have direct influence and your opinion matters?

Field service staff have excellent job security and is a position that will open up internal advancement opportunities. The president of our company, the head of our R&D, lead engineering, applications engineering, inside/outside sales staff all started in service!

The Field Service Technician has the ability to independently install, start-up, qualify, repair, and train customers on industrial Induction systems. Willing to travel both domestically and internationally. This position requires a significant amount of travel, usually 70+% of a rolling 30 days but on commissioning or international assignments travel can exceed 30 days straight. Most service staff are home on the weekends but is not guaranteed.

Work is in industrial facilities and is NOT recommended for candidates seeking an IT position.

This position is open for several district locations; Warren, OH; South Bend, IN; Houston, TX; Scranton, PA; Longview, TX; Detroit, MI; Huntsville, AL. (or other case-by-case locations)

We are a globally diverse company and the world’s leader in our field.

Duties and Responsibilities
• Independently performs installation & qualification of new equipment, preventative maintenance work, troubleshooting and repairs at client’s facility on Induction products;
• Make travel arrangements and travel to-and-from customer locations;
• Document all actions and expenses, including service reports, expense reports, parts orders, and product alterations;
• Periodically required to work in the service office to provide technical telephone support for customers, sales force, and other technicians;
• Work with sales managers and product managers to provide production application recommendations during the proposal phase;
• Assist manufacturing in final run-off, customer inspections, and rebuilding equipment;
• Conduct training classes for customers and service technicians;
• Adhere to company’s service ethics concerning safety, attitude, appearance, and communication;
• Must be well versed in operating, trouble-shooting and rectifying problems with complex instrumentation.
• Requires a high level of proficiency with complex opto/electro/mechanical and fluid systems.

Qualifications and Work Experience
• Associate’s degree in Electrical Engineering Technology (or related field) and/or five (5) + years of direct work experience with industrial equipment.
• Familiar with PLC controls and ladder logic
• Strong mechanical aptitude;
• Working knowledge of pneumatic and hydraulic systems;
• Strong interpersonal skills and ability to provide high-quality service;
• Strong written and verbal communication skills;
• Ability to analyze and interpret mechanical and electrical drawings;
• Ability to effectively evaluate and respond appropriately to situations to the benefit of both our company and the customer;
• Must be able to organize, prioritize, and manage multiple tasks in a fast-paced, stressful environment. Must possess a strong sense of urgency and prioritization.
• Willingness to travel extensively both domestic and internationally;
  Valid driver’s license and reliable transportation, a valid passport (or freedom obtain one) as well as ability to obtain a visa for international travel
• Ability to lift objects from one level to another (over 50 lbs.); climb stairs, ramps, ladders, and remain standing/seated for long periods of time.

This is a salary non-exempt position that offers a guaranteed 40 hours per week plus you get paid overtime for any hours over 40 if you work it. We use a fixed per-Diem for food, lodging and sundries. Field service employees drive their own vehicles and are reimbursed at the IRS standard, right now $0.54 cents per mile.

Compensation is commensurate with experience. We offer competitive insurance and retirement plans. If you want to play a key role with a growing industry leader, please send resume and salary history to HR@ajxtocco.com, or mail to: ATTN: Human Resources, Ajax Tocco Magnethermic, 1745 Overland Avenue, Warren, Ohio 44483.