



Service and Installation Technician

The installation and service technician will have a technical background and will be responsible for service, installation, and commissioning of equipment.

Primary Responsibilities

Ensure that equipment is running satisfactorily throughout the product life cycle:

- Preparation and qualification of equipment prior to initial shipment
- On-site installation and commissioning
- On-going maintenance and service

Essential Duties

Pre-shipment preparation of equipment:

- Mechanical assembly and diagnostics
- Field wiring and electrical diagnostics
- Loading and debugging of machine programming
- Machine qualification
- Preparation of system documentation
- Preparation of equipment for crating and shipment

On-Site Installation and Service:

- International and domestic travel
- On-site uncrating, assembly, and setup of equipment
- Training of operators and facility maintenance personnel
- System diagnostics, including mechanical, electrical, and process issues
- System maintenance, including part replacement, tuning, and system modification
- Preparation of pre-trip work plans, commissioning and reporting documents, and expense reports

Other Support Functions:

- Collaborate with team to ensure timely responses to incoming support requests
- Remote system diagnostics, including offline and via connection to machine
- Collaborate with ongoing improvement efforts with regards to documentation, support, and system maintenance
- Other collaborative tasks as required to support smooth production process

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications, physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Additionally, this job requires:

- Minimum Associates Degree or equivalent experience
- Knowledge of mechanical and electrical assembly and related skills
- Experience with PLC programming and programming software is preferred
- Proficiency with Microsoft Office applications
- Demonstrated written and oral communication skills
- Ability to work independently, seeing each task through to completion, while maintaining a high level of quality and confidentiality
- Ability to collaborate effectively

Compensation/Benefits

ONLINE offers a strong compensation program including:

- Competitive starting wage
- Paid holidays
- Paid vacation
- Paid sick time
- 401k Plan
- Health insurance (BCBS) with company contribution
- Dental, Vision, and Aflac supplemental options available

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