

Position Description

Position: Service Engineer (Customer Field Svc. Tech.)
Department: Service
Revision Date: December 13, 2019

FLSA Status: Non-Exempt
Reports to: Service Manager

PRIMARY FUNCTION: The Service Engineer is the Primary interface between NACHI Robotics and the End User (Customer) during installation, routine maintenance and unexpected Service Calls related to the NACHI Robotics Product Line.

PRINCIPLE RESPONSIBILITIES:

1. Represent Nachi Robotic Systems, Inc. through a display of constant professionalism, positive attitude and professional appearance.
2. Responsible for installation and maintenance and troubleshooting of industrial robots and robotics related equipment at customer facilities.
3. Investigate customer reported issues and implement the best possible solution for a quick resolution.
4. Provide technical assistance/support to customers onsite (customer facility) and remotely (via phone and/or email.)
5. Complete detailed service documentation and submit to Service Administrative Coordinator in a timely manner
6. Update documentation and coordinate with the appropriate personal at the office with changes made in the field verifying all media (i.e., digital files, prints, text files, etc.) have most current information
7. Other duties as assigned

Requirements:

1. Two year degree in electronics related or other technical curriculum or 1-2 years of related work experience
2. Ability to read electrical/pneumatic and basic mechanical schematics and prints (as demonstrated in departmental interview - electrical maintenance.)
3. Ability to demonstrate basic understanding of ladder logic or completion of related course.
4. Diagnostic skills to troubleshoot problems and problem solving (Logic)
5. Ability to demonstrate patience and professionalism when dealing with customers.
6. Familiarity with the use of various types of diagnostic and calibration tools and equipment.
7. Must have valid driver's license, good driving record, credit card and able to obtain a passport and travel out of the country.
8. Must be willing to work overtime including weekends.

Suggested Training

ISO 9001	NRS Basic Electrical Maintenance
Service report preparation	Troubleshooting – diagnostic skills
Customer Relations	Problem solving (Logic)
ISO 14001 Awareness	Safety Training
NRS Basic Operation/Programming	R & M

Physical Requirements: Work is performed in a shop or manufacturing plant environment requiring moderate physical effort, flexibility and bending. Incumbent is often exposed to hazardous equipment and chemicals. Travel, both domestic and international, is required.

This document is intended to describe the general nature and level of the work performed by this position. It is not intended to provide an exhaustive list of all the responsibilities of the position.

Dept. Mgr. Approval _____ Date: _____