



## Field Service Technician

### ***Duties:***

- New Machine Installation – A primary function of an FST's job is installing a new machine at a customer location. This task includes:
  - a. Travel back and forth from your location to the customer site
  - b. Uncrating and inventory of the OMAX supplied equipment
  - c. Layout and permanent placement of the equipment
  - d. Assembly and interconnection of the supplied sub-assemblies
  - e. Perform a system test – repair and correct anything not operating properly
  - f. Customer training on the new system
  - g. Ensure the job is completed and the site is clean and tidy
  - h. Have the customer sign off the Acceptance Documentation
- Field Service – A primary function of an FST's job is providing post-installation support services that are either paid for by the customer or OMAX, including:
  - a. Follow-up training
  - b. Machine troubleshooting assistance
  - c. Contracted Maintenance Service
- Documentation Requirements
  - a. A detailed Field Service report should be generated at the end of every customer call and e-mailed to OMAX at [servicereports@omax.com](mailto:servicereports@omax.com). Templates are provided detailing the necessary information.
  - b. A proper expense report should be turned in weekly (see OMAX corporate policy for details)
  - c. Every installation must have the Acceptance Documentation signed by the customer, and then returned to OMAX the following week.
- Travel – You will be expected to travel to domestic and/or global customer locations weekly from your home location. Occasional weekend travel, normally as associated with international assignments, should be expected.
- Sales Assistance – You will be occasionally asked to assist the sales department with customer interaction, such as pre-sales visit, test cuts, follow-up training and “machine wellness” visits.
- Ensure Customer Satisfaction – Every OMAX employee that touches a customer has responsibility to make sure he is thoroughly satisfied with his equipment and OMAX. You are empowered with the decision making ability to take care of their

issues while you are there on site or should escalate the issue to the appropriate level within the company.

- Vendor Interface – You have the responsibility to assist customers in the repair of equipment that may be provided by but not manufactured by OMAX. Generally this is done while on site using the specific vendor's telephone technical support system. Escalate the issues you have to the appropriate level within OMAX as required.
- International Responsibilities – Field technicians will regularly have assignments that outside of the United States. You must maintain a valid passport and ability to travel outside of the country to support this important business requirement.
- Office Communications – You should contact the field service supervisor or coordinator a minimum of two times per week to advise your job status. You must contact either of them immediately if your job status changes (i.e. you finish before the expected date). You are encouraged to contact them as often as required to ensure you and your customers are taken care of properly. You should check your e-mail at least once a day. You will get assignment details at the end of the week for the following week via e-mail and by phone when appropriate.

***Qualifications:***

- 3 years previous experience as a field service technician
- Self starter who can work from a remote location on his own
- Ability to travel extensively throughout the world for 2-3 weeks at a time
- Current passport and drivers license
- Excellent customer interaction skills
- Excellent mechanical and electrical control system aptitude
- Displays patience and perseverance to complete an assigned task
- Good computer skills, including Microsoft Office Suite and AutoCadd (or similar) drafting software experience
- Ability to lift 75 pounds