



## Field Service Technician

Trains in production, engineering, sales and field service to gain a fundamental understanding of all aspects of the use of level instrumentation gauges. This includes installing equipment and investigating and resolving customer reports of technical problems with equipment.

### Job Description

- Learn assembly and testing of equipment.
- Installs new or modified equipment at customer's facility to ensure full functionality per specifications.
- Learns software of equipment.
- Prepares radioactive material for shipment.
- Provides on-site technical assistance to help troubleshoot and repair equipment.
- Submits complete service reports for customer invoicing.
- Submits expense reports within guidelines of company policy.
- Provides a communication link between the customer and the company to help ensure that effective service is provided to the customer.
- Other duties may be assigned.

### Trains with Field Service Operations Manager to learn how to:

- Review performance reports and documentation from customers and field representatives, and inspect malfunctioning or damaged product to determine nature and scope of problem.
- Analyze review and inspection findings to determine source of problem, and recommend repair, replacement, or other corrective action.
- Coordinate problem resolution with engineering, customer service, and other personnel to expedite repairs.
- Analyze reports of technical problems to determine trends affecting future design, production, service, and maintenance processes, and recommend modifications to eliminate future problems.

### Job Requirements

- Focus on customer satisfaction through continuous improvement.
- Understand, implement and maintain the Quality Policy of Techstar and Techstar Manufacturers.
- Identify and implement corrections to problems and opportunities for improvement, both individually and through teams.
- As applicable, assure that the product meets drawings and customer requirements.
- Identify and prevent further processing of non-conforming parts or processes.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.



Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to risk of radiation. The employee is frequently exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, and vibration. The employee is occasionally exposed to high, precarious places and risk of electrical shock. The noise level in the work environment is usually loud.

### **Safety Requirements**

Is responsible for personal safety and the safety of others in the workforce through adherence to safety regulations. Must wear all personal protective equipment required in various areas of the operation, and assure that this equipment is kept in good repair. Will achieve the yearly safety training requirement set forth by the company.

### **Benefits**

We value the work our Technical Inside Sales Representatives do and provide compensation based on experience, incentives and offer highly competitive benefits.

### **Application**

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