

Field Service Technician

About this job

Company Overview

LeMatic Inc. is a privately-held corporation with a worldwide reputation for innovation and leadership in the baking industry with their line of slicing, packaging and automated systems. We are an OEM manufacturer supplying equipment to both artisan and industrial baking facilities with fast, high-output capabilities. Engineering, manufacturing, testing, sales and support are all housed at our 55,000 sqft headquarters in Jackson Michigan.

Job description

Responsibilities include:

- Perform first class installation of equipment at customer's site, including mechanical assembly, circuit wiring and startup troubleshooting
- At times will be required to go online with PLC and make program changes as directed
- Installation of retrofit kits and upgrades to existing equipment in the field
- Train customer personnel on proper operation and repair of supplied equipment
- Interact with sales and customer to achieve a high level of customer satisfaction
- Continuous development and improvement of product knowledge both mechanically and electrically
- Listen to customer requests or concerns. Institute the proper procedure to resolve issues
- Must be flexible with coverage in a 24x7 environment
- Continuous overnight travel with return trips home every other weekend.
- Position is full time with full benefit package. Salary is commensurate to experience

Desired Skills and Experience

Knowledge and Skills (Education):

- Strong customer service skills required
- Strong Packaging Equipment Background preferred.
- Minimum 2 years field service travel experience with at least 3 years of experience with machine mechanical, electrical, pneumatic, machine wiring and PLC's
- Read/write ladder logic, troubleshooting
- Logical thinker with strong problem solving skills, focused on providing solutions
- Excellent written and verbal communication skills
- Ability to work independently with little or no supervision
- Multi-tasking, strong organizational and time management skills
- Strong influence and collaboration skills, including demonstrated ability to coordinate work effectively with customer and internal departments
- Ability to perform tasks involving bending, kneeling, lifting and other positions
- Proficient with Microsoft office
- Possess or able to obtain a passport
- Must provide own hand tools
- Applicant must have clean driver license and capable of renting a car