



## FIELD SERVICE ENGINEER

We are a leading global manufacturer of innovative heat treating equipment serving a diverse market place with a history of solid growth; offering comprehensive benefits including medical, dental and life insurance as well as paid vacation, and a 401K retirement program. We are committed to hiring outstanding people not only to meet present needs, but also to build future opportunities. ECM USA, Inc. is an Equal Opportunity Employer.

### SUMMARY

The Field Service Engineer will work on Customer job sites providing installation/startup support, warranty repair, technical troubleshooting, training, preventive maintenance, and emergency service. This position will collaborate with a variety of colleagues across project teams from engineering and product development to implementation and manufacturing. Experience with heat treating equipment would be beneficial for this role.

*This position requires everyday maintenance and operation of equipment that will interfere with artificial pulse generators within the body due to substantial electromagnetic field. Applicants with Pacemakers or equivalent cannot be considered for this position.*

### TRAVEL AND WORK CONDITIONS

Must be able to travel up to 90-100% of time; Must be able to withstand a 16 hour flight if needed. A valid driver's license and good driving record are required.

### JOB DUTIES AND RESPONSIBILITIES *(general but not limited to)*

- Works as part of an installation team to assemble complex mechanical systems including:
  - Mechanical assembly
  - Power Start Up
  - Automation I/O check
  - Cold and hot testing
- Performs scheduled service work, repairs, modifications, and troubleshooting at various Customer sites
- Troubleshoots and de-bugs PLC programs. High degree of PLC understanding is required.
- Maintains, repairs, and troubleshoots robotics systems. Prior robotics experience would be beneficial.
- Completes accurate reports and other paperwork documenting associated work for internal and Customer records.

### ADDITIONAL EXPECTATIONS *(general but not limited to)*

- Financially capable to support travel expenses between reimbursement cycles.
- Physically able to lift and carry up to 50lbs, stand and kneel for long periods of time and work in tight or confined spaces.
- Must understand electrical and mechanical drawings
- Ability to Wire, Weld, and Pipe Fitting a plus.
- Maintains cleanliness of onsite location and finishing details, including wire/cable positions, decluttering, placing tools and materials back in their proper storage spaces, and helping team to do the same.
- Create and promote positive relationship with the customer; represents and upholds reputation of the company.
- Must be flexible to travel needs and adapt to schedule changes as they arise.

### REQUIRED EDUCATION AND EXPERIENCE

- Related College Degree and 2+ years of experience in related field (5+ years of experience in related field if no degree).
- High degree of electrical and mechanical aptitude.
- Experience in troubleshooting, repair, and maintenance of industrial commercial equipment
- Must have knowledge of PLC programming including how to troubleshoot and de-bug (Siemens Step 7, WinCC preferred).
- Strong software and PC skills (notably Word, Excel, Outlook, AutoCAD).
- Must be English fluent. Spanish and/or French speaking would be an advantage.
- Experience with heat treating equipment is a plus.

**Job Type:** Full Time, Exempt

**Career Level:** Experienced (Non-Manager)

**College/Experience:** Related Degree and 2+ years of experience in related field (5+ years of experience in related field if no degree).

**Travel:** 90-100% of time; Must be able to withstand a 16-hour flight. A valid driver's license and good driving record is required.

**Benefits:** Yes when eligible

**Required Proficiency:** MS OFFICE SUITE, WINDOWS, AUTOCAD, PLC, STEP 7, WINCC PREFERRED