



TITLE: Field Service Technician
DEPARTMENT: Field Service
LOCATION: Parsons, KS
REPORTS TO: Field Service Manager

POSITION DESCRIPTION

The role of the Field Service Technician is to provide professional service and support for Magnum Systems customers by performing field service start-up, minor installation, repairs, and maintenance of Magnum Systems packaging, weighing, filling, pneumatic conveying, automation and robotics systems. The Field Service Technician will also troubleshoot and field call in and email questions, concerns, and needs of our customers. The Field Service Technician will work within the guidelines, established by the Field Service Manager, and will follow the established procedures when representing Magnum Systems.

DUTIES & RESPONSIBILITIES

- + Startup – Customer pre-consultation, site readiness preparation, startup monitoring, programming, testing, assist and train
- + Equipment Maintenance – Perform routine maintenance on equipment
- + Installation – Technical consultation and installation assistance to on-site personnel or contractor
- + Repairs – Repairing machines and systems, includes rebuilds
- + Troubleshooting – Determining causes of operating errors and taking action to remedy the problem
- + Equipment Selection – Determining correct tools and equipment required to perform the job
- + Record Activity – Complete service reports, record repairs, warranty and maintenance performed
- + Phone Skills – Consult, troubleshoot, identify, and guide questions and concerns
- + Programming – Able to install and run PLC and logic programs
- + Travel-Road Warrior – Up to 95% travel to U.S., Canada, & South America

IMPORTANT QUALITIES

- + Must be able to work under general supervision or independently. Ability to work in both a team atmospheres or as a self-starter is a must.
- + Critical-thinking skills. Able to proactively identify needs, predict obstacles, assess solutions, and communicate importance of accountability.
- + Interpersonal skills. Must work closely with other departments, employees, customers, executive team, and vendors. Listening and providing an environment for open communication from all levels is critical.
- + Detail oriented. Understands everything leaving our facility (including drawings, diagrams, letters, etc.) is a representation of the employees, company, and reputation. Must have concept of “big picture” when it comes to internal changes of policy or procedure.
- + Continuous education driven. Looking to improve every day and leading by example.
- + Maintains a high level of confidentiality.
- + Electrical and mechanical aptitude.
- + Read and review blueprints, plans, wiring diagrams, specifications, manuals and other documentation to prepare for duties.

THE PEOPLE, PARTS AND SYSTEMS THAT KEEP THE LINE MOVING.

EXPERIENCE/KNOWLEDGE

Minimum of 3 years experience as field service technician, certification documents, and or demonstration of electrical and mechanical aptitude. Experience with mechanical, robotic, and pneumatic systems a plus. Working knowledge of Rockwell Software, PLCs, HMIs, VFDs, and Industrial Robotic Programming are pluses for this position.

THE PEOPLE, PARTS AND SYSTEMS THAT KEEP THE LINE MOVING.
