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**TITLE:** Field Service Technician

**JOB CLASSIFICATION:** Non-Exempt

**DEPARTMENT:** Field Service

**REPORTS TO:** Field Service Manager

**LOCATION:** Lenexa, KS OR Parsons, KS

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### **SUMMARY/OBJECTIVE**

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.

### **ESSENTIAL FUNCTIONS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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

### **COMPETENCIES**

- Must be able to work under general supervision or independently. Ability to work in both a team atmosphere and 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.

*Your integrated source for bulk material automation.*

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- 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.
- Strong electrical and mechanical knowledge/aptitude.
- Read and review blueprints, plans, wiring diagrams, specifications, manuals, and other documentation to prepare for duties.

### **EDUCATION AND EXPERIENCE**

#### **Required:**

- High School Diploma or Equivalent
- Minimum 3 years' experience as a service technician

#### **Preferred:**

- Experience with mechanical, robotic, and pneumatic systems.
- Working knowledge of Rockwell Software, PLCs, HMIs, VFDs, and Industrial Robotic Programming.

### **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

### **POSITION TYPE/EXPECTED WORK HOURS**

This is a full-time position.

### **WORK ENVIRONMENT**

This position operates in a manufacturing environment and is subject to both inside and outside environmental conditions.

### **PHYSICAL ACTIVITY AND REQUIREMENTS**

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:

- Lifting, carrying, and/or moving up to 70 lbs.
- Frequent standing (up to 100%).
- Occasional squatting and sitting.
- Ability to use hands and fingers for holding, carrying, grasping, pinching, pulling, pushing; rotating fingers, wrists, and hands; manipulation of machine controls, tools, and parts.
- Ability to identify parts and tools, observe operations of machine, and visually inspect completed parts.

### **TRAVEL**

Up to 95% travel to U.S., Canada, & South America

### **OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

**WORK AUTHORIZATION**

Applicants must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Visa sponsorship is not available for this position.

Magnum Systems' policy is to provide equal opportunity to all people without regard to race, color, religion, national origin, ancestry, marital status, veteran status, age, disability, pregnancy, genetic information, citizenship status, sex, sexual orientation, gender identity or any other legally protected category.

**Magnum Systems is proud to be a drug-free workplace.**