

Job Description Field Service Engineer I

Full-Time – Non-Exempt – Hourly

Location – Swanzey, NH

Job Summary

This position is principally responsible for all phases of field service support. While the primary focus of this position will be related to the machine tool sector of our business, MNTS is a dynamic Company and therefore the responsibilities and functions of this position will evolve as the Company continues to grow.

Core Responsibilities/Duties

- Field engineer capable of installing and/or repairing selected machines that our company offers. This includes 20%- 30% travel to customer facilities (could be on short notice). May need the guidance of a senior engineer.
- Experience in all forms of electrical/mechanical assembly, diagnosis, troubleshooting, machine operation, programming, maintenance and repair.
- Provide support to customers via telephone, email, remote connection (i.e. Team Viewer), and the dispatch of replacement/repaired parts.
- Establish a strong supportive relationship with our customers while promoting Moore Nanotech in a positive manner. Follow up promptly with customers as necessary to ensure complete satisfaction.
- Responsible for accurately quoting service jobs and parts (may require assistance).
- Compile and maintain centrally (server) located, accurate documentation files pertaining to all aspects of service activity including entries in the CRM system.
- Provide basic training to customers relating to machine operation,
- Accurately complete and submit trip expense reports in a timely manner.
- Ensure that best practices are observed and utilized for electrical and general safety requirements.
- Adhere to and meet strict production/repair schedules through personal time management, planning of tasks, coordinating any necessary support resources, parts/equipment availability, etc.
- Pro-actively interface with all departments as required assuring transfer of product quality issues/concerns inclusive of potential enhancements or cost savings schemes, recognized through daily operations of field service.
- Provide any known or suspected information regarding potential new sales opportunities to the Sales Department.
- Ensure that any specific information learned from customers, or while at customer sites, is held in confidence within Moore Nanotech and treated with discretion.

- Perform other duties as assigned by management.

Required Education and Experience

- Associate degree in electro/mechanical technology or equivalent job experience.
- Must have and maintain a valid driver's license and be able to obtain a US Passport.
- Familiar with the operation of various optical and electronic test equipment including: Digital Oscilloscope, Auto-Collimator, Interferometer, DVM, Chart Recorder, Frequency Analyzer, etc.

Competencies

- Strong analytical, diagnostic, and problem solving skills. Must be willing and capable of proactively investigating and correcting technical problems on select machines in our product offering.
- Professional demeanor and the ability to effectively function under high pressure conditions.
- Good verbal, written, and computer skills.
- Above average organizational skills, with a high level of efficiency, attention to detail, and sincerity in customer satisfaction.
- Flexible and capable of working in a fast-paced environment with rapidly changing priorities.

To apply for this position, please send your resume to careers@nanotechsys.com.

