

Job Description
Field Service Engineer

Type of Job: Full Time – Hourly/Non-Exempt

Location: Swansey, New Hampshire or Charlotte, North Carolina

Job Summary

This position reports to the Service Manager and 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

- Installs and/or repairs our complete product offering. This includes at least 50% travel to customer facilities (could be on short notice). May need the guidance of a senior engineer.
- Experienced in all forms of electrical/mechanical assembly, diagnosis, troubleshooting, machine operation, programming, maintenance, and repair.
- Provides support to customers via telephone, email, remote connection (i.e. Team Viewer), and the dispatch of replacement/repaired parts.
- Establishes a strong supportive relationship with our customers while promoting Moore Nanotech in a positive manner.
- Follows up promptly with customers as necessary to ensure complete satisfaction.
- Responsible for accurately quoting service jobs and parts (may require assistance).
- Compiles and maintains centrally located, accurate documentation files pertaining to all aspects of service activity including entries in the CRM system.
- Provides basic training to customers relating to machine operation.
- Accurately completes and submits trip expense reports in a timely manner.
- Ensures that best practices are observed and utilized for electrical and general safety requirements.
- Adheres to and meets strict production/repair schedules through personal time management, planning of tasks, coordinating any necessary support resources, parts/equipment availability, etc.
- Proactively interfaces 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.
- Provides any known or suspected information regarding potential new sales opportunities to the Sales Department.
- Ensures that any specific information learned from customers, or while at customer sites, is held in confidence within Moore Nanotech and treated with discretion.
- Performs other duties as assigned by management.

Education and Experience

- Associate's degree in electro/mechanical technology or equivalent job experience.
- Must have and maintain a valid driver's license and US passport.
- Familiar with the operation of various optical and electronic test equipment including: Digital O-scope, Auto-Collimator, Interferometer, DVM, Chart Recorder, Frequency Analyzer, etc.
- Flexible and capable of working in a fast-paced environment with rapidly changing priorities.

Competencies

- Strong analytical, diagnostic, and problem-solving skills.
- Excellent verbal and written communications skills.
- Proactively investigates and corrects technical problems.
- Professional demeanor and the ability to effectively function under high pressure conditions.
- Computer proficiency; with full working knowledge of MS Office Suite.
- Organizational skills, with a high level of efficiency, attention to detail, and sincerity in customer satisfaction.

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