



# Field Service Engineer

**Classification:**

Exempt

**Salary Class/Level/Department/Range:**

Class: B	Level: Entry Level	Dept: Sales and Service	Range: \$70,000-80,000
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**Reports to:**

Technical Service Manager

**Date:**

2021

**Job Description:**

Summary/Objective

The Service Engineer (SE) is responsible for developing solutions to technical problems. He/she also repairs and installs highly specialized equipment, such as Gas Chromatographers (GC) and Gas Chromatographer Mass Spectrometers (GCMS). They study blueprints, schematics, and manuals for proper troubleshooting procedures. The SE is expected to be highly skilled and constantly problem solving to address customer needs. The SE represents the company and is expected to uphold a professional standard of engagement. This role will strive to increase first-time fix rates and build long-term relationships with customers.

**Essential Functions**

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

- Install, repair, and configure instruments such as gas chromatographers (GC) and gas chromatographer mass spectrometers (GCMS) and other accessories and product lines.
- Provide remote customer support and/or training as needed.
- Properly diagnose issues, discern customer needs, and troubleshoot instruments and software and to find solutions to repair instruments.
- Conduct on-site testing activities on the GC and GCMS to ensure proper functionality.
- Communicate effectively with customers and team regarding scheduling, repair or maintenance needs, part requests, expectations, and outcomes.

- Perform preventative maintenance on systems according to defined protocols.
- Install software and hardware upgrades and understand the functionality of Compass software.
- Work closely with the sales team to identify sales opportunities and to accurately generate quotes.
- Complete appropriate service request and case information within Salesforce CRM.

## Knowledge and Skills Requirements

To be successful in this field, one must be highly knowledgeable in scientific standards and understand and interpret technical drawings and literature. SE’s must also have good communication skills, excellent computer skills, interpersonal skills, analytical and problem-solving skills. They should be genuinely interested in helping people especially and have manual dexterity for handling intricate and complicated equipment and hardware.

- In depth GC and GCMS technical knowledge.
- Ability to interpret data and make decisions.
- Exceptional time management skills and reliability.
- Ethical practices and resource (inventory and expense) management.
- Must be physically able to lift 70 pounds repeatedly.
- Must have a current driver’s license with a clear driving record.
- Must pass a background and drug check.

## Work Environment

This job operates in a professional environment. This role routinely uses standard office equipment that includes company issued laptop computers, smartphones, and other necessary equipment. SE’s work 40 hours per week. Since the job requires regular travel locally and across other states SEs should be available to travel for field work. He/she may also need to work evenings and weekends, depending on the projects assigned. SE’s may be assigned to work in an office. When this is the case, he/she may be asked to handle calls or video conferences in helping clients troubleshoot problems on their own.

## Physical Demands

While performing the duties of this job, the employee is regularly required to talk and hear. Specific vision abilities required by this job include close vision and ability to adjust focus. Travel extensively by airplane and/or automobile. This may require the ability to lift oddly shaped and bulky items up to 70 lbs.

## Position Type/Expected Hours of Work

Full-Time	Monday – Friday	8:30 a.m. – 5:00 p.m.
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## Travel

Up to 80%	Required
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## Education and Experience

- BS degree in a Natural Science, Engineering, or relevant field.
- Must have detailed knowledge and a minimum of 5 years of experience working with GC and GCMS.
- Demonstrable ability to communicate, present and influence all levels of an organization.
- Solid experience with MS Office.
- Knowledge of typical laboratory equipment such as balances, Freezers, UV-Vis, and basic chromatography equipment.
- 3 years of proven laboratory experience preferred.
- Proven ability to effectively manage multiple projects at the same time.

## AAP/EEO Statement

Techcomp USA, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Techcomp USA, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.

Techcomp USA, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Techcomp USA, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.

## Other Duties

Duties, responsibilities, and activities may change at any time with or without notice.

## Signatures

This job description has been approved by all levels of management:

Manager:	Signature:	Date:
HR:	Signature:	Date:

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee:	Signature:	Date:
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