

## Field Service Technician III

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$40.00 to \$45.00 hourly  
**Employment status:** Contract / Temporary

### Description

#### Job Description:

As a Field Service Technician III, you will be responsible for providing advanced technical support and service to customers in the field. You will play a crucial role in maintaining customer satisfaction by ensuring the proper functioning, maintenance, and repair of equipment and systems. The ideal candidate will possess a strong technical background, exceptional problem-solving skills, and a dedication to delivering high-quality service.

#### Key Responsibilities:

- Manage customer contracts by performing preventative maintenance visits, documenting / delivering reports and provide on-site remedial support.
- Ensure that the customer's system is updated to the latest software, quick fixes, and hardware.
- Prepare upgrade plans for the customer's systems and deliver them to the customer.
- Follow all technical procedures and tools for Global Service.
- Provide technical review of orders for clients and any other proposals that are requested to perform.
- Analyze technical risk of expansion projects and upgrades.
- Attend technical training that includes systems and instruments, as well as application, process control, communication, and safety.
- Support Sales as required and directed by Regional Service Manager to secure orders and service agreements.
- Handles overall technical responsibilities for one or more projects, including project specification, functionality, testing and commissioning.
- Perform system testing, factory acceptance testing (FAT) and develop test documents.
- Document preparation and obtain customer's approval per document specification and schedule.
- Coordinate with factory for product related issues and resolve.

### Requirements

#### Education:

B.S. Degree in Engineering is preferred

#### Requirements:

- Minimum of two years of industrial experience preferred or graduate with process control engineering experience
- Strong knowledge of field instrumentation, control devices, and motor controls required
- Process control experience within with paper industry experience preferred
- Strong troubleshooting skillset for evaluating root cause and addressing technical issues with long term solutions in mind
- Experience with Honeywell TDC, Honeywell Experion, Valmet, Rockwell & Modicon DCS & PLC Systems preferred
- Strong computer skills including systems deploying VMWare
- Experience with Ethernet networks including configuration of switches, routers and VLANs
- Experience with Industrial Communication Protocols including Modbus TCP/IP and Ethernet IP
- Experience with control loop tuning and performance evaluation tools
- Strong written and verbal communication skills
- Additional skills needed: self-directed, flexible, self-learner, multitasking, results driven, safety focused

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