

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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