

Job Description
Field Service Technician II

Full-Time – Hourly / Non-Exempt
Location – Swansey, NH

Job Summary

This position is 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

- Fully experienced field technician capable of installing and / or repairing of our complete product offering. This includes 30%-50% travel to customer facilities (could be on short notice).
- Extensive experience 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 strong supportive relationships with our customers while promoting MNTS in a positive manner.
- Follow up promptly with customers as necessary to ensure complete satisfaction.
- Responsible for accurately quoting service jobs and parts.
- 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,
- 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.
- 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 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 MNTS and treated with discretion.
- Performs other duties as assigned by management.

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 O-scope, Auto-Collimator, Interferometer, DVM, Chart Recorder, Frequency Analyzer, etc.

Competencies

- Extremely strong analytical, diagnostic, and problem-solving skills. Must be willing and capable of proactively investigating and correcting complex technical problems on our complete 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.