

Overview A highly skilled Field Service Technician with extensive experience supervising the installation of large capital equipment, performing start-up, testing, and operator training, and delivering reliable maintenance and repair services in demanding field environments. Brings a strong track record of troubleshooting complex systems, supporting equipment upgrades, and providing technical expertise both on-site and remotely. Comfortable with extensive domestic and international travel.

Core Responsibilities & Experience

- **Capital Equipment Installations:** Leads field installation activities, including start-up, testing, commissioning, and hands-on training for customer teams.
- **Preventive & Predictive Maintenance:** Performs detailed inspections and preventive maintenance to maximize equipment uptime and reliability.
- **Field Service & Troubleshooting:** Diagnoses and repairs electrical, mechanical, and control-system issues under time-sensitive conditions.
- **Equipment Upgrades:** Supports modernization and upgrade projects, ensuring seamless integration with existing systems.
- **Technical Support:** Provides responsive technical assistance for equipment operation, maintenance, and service needs, both in the field and remotely.
- **Documentation & Training Materials:** Contributes to the development and improvement of operation, maintenance, and training documentation.
- **Advanced Planning:** Prepares detailed installation and service plans, including scheduling, rigging considerations, material staging, and resource coordination.
- **Customer Support:** Collaborates with project leaders and engineering teams to deliver high-quality service and customer satisfaction.
- **Professional Reporting:** Produces thorough, accurate daily field service reports and documentation.

Qualifications & Technical Strengths

- Associate's Degree in Electrical Engineering/Engineering Technology (Bachelor's preferred).
- 5+ years of technical support experience with industrial equipment.
- 5+ years of assembly/service experience on large capital equipment projects.
- Skilled with **PLC control systems**, including editing ladder logic.
- Experienced with **Variable Frequency Drives (VFDs)** and modifying drive parameters.
- Strong electrical troubleshooting abilities across high voltage (480–120VAC), low voltage (24VDC), digital/analog I/O, motors, relays, breakers, starters, and control circuits.
- Confident supervising third-party contractors and ensuring work quality and safety.

- Able to read and interpret complex technical drawings, specifications, and equipment documentation.
- Operates independently with strong problem-solving, communication, and customer-facing skills.
- Works effectively with colleagues, subcontractors, and clients at all levels.
- Holds a valid driver's license and comfortable with **~75% travel**.