

Open Position Announcement



Job Title: Field Service Engineer **Level:** II **Requisition #:** 11CC04
Department: Customer Care (Profile Products Group) **Posting Date:** 02/24/11
Reports to: Jeff Foley **U-Search Eligible Position?** Yes
Location: Miamisburg, Ohio **Status:** Salary Hourly

If you meet the minimum qualifications and are interested in applying for this position, complete the internal employment application, obtain your current manager's approval and forward with your resume to Christine Taylor.

Description of Job Duties and Responsibilities (Essential Job Functions):

Basic to intermediate knowledge of the **Profile** grinding machines product line and related engineering concepts (general repair, debugging, preventive maintenance, routine customer issues resolution) readily available assistance this incumbent:

- Regularly works independently of others to handle on-site machine repairs of a less complex nature, troubleshooting and other technical issues;
- Inspects malfunctioning or damaged product to determine nature and scope of problem;
- Investigates and resolves customer reports of less major significance;
- With consultation of higher level Field Service Engineers, recommends repair, replacements, or other corrective actions;
- Coordinates problem resolutions with applications engineering, spare parts team members and other personnel to expedite repairs;
- Maintains records of performance reports; analyzes reports of technical problems to determine trends affecting future design, production, service, and maintenance processes, and recommends modifications to eliminate future problems;
- Develops and maintains service handbooks and bulletins based on field investigations, engineering changes, and overall knowledge of product;
- Provides communication between the customer and the company

Minimum Qualifications (Education, Experience in Related Field, Skills, etc.):

- Associates or Bachelors degree in an Engineering discipline with one to three years of experience or equivalent combination of education and experience/training related to a the **Profile** grinding machines product line
- Ability to read and interpret mechanical drawings and electrical schematics
- Understanding of the machines' electrical and mechanical systems with the ability to debug

Preferred Qualifications (Certificates, Training, Licenses, and Experience):

- Knowledge and experience of other product line brands

Other (Supervisory Responsibilities, Physical Demands, Travel):

- This position requires extensive daily and overnight travel
- Bends, stoops and crouches on a regular basis to repair or make adjustments on machinery
- Must be able to lift up to 50 lbs with or without the assistance of crane operation
- This position has no supervisory responsibilities

This job posting announcement reflects management's assignment of essential functions. It is not intended to be all-inclusive of job duties and does not prescribe or restrict the tasks that may be assigned.