

Job Description

Job Title: Service Engineer/Technician

Department: Service

Reports to: Service Manager

Date: February 1, 2023

Summary:

Become part of our team of hard-working professionals who are dedicated to keeping our company of 54 years strong and growing. This position requires the mechanical and technical expertise necessary to install, troubleshoot, and service ROSS Industries equipment. The incumbent will be responsible for performing field service and customer training for all ROSS equipment both domestic and internationally. Candidate will be key liaison with customer's maintenance and service personnel, as well as Reiser Co. technicians. Travel commitment is 90% and reports to Service Manager.

Duties & Responsibilities:

- Provide technical support to customers and field technicians to install and maintain ROSS equipment
- Provide telephone support for installation, troubleshooting, and repairing equipment
- Perform hands on equipment installation and maintenance at customer locations (domestic and international)
- Perform equipment demonstrations for existing and prospective customers, both at ROSS and customer locations
- Set up and maintenance of ROSS demonstration equipment as well as the procurement and administration of in-house supplies
- Provide technical training to customers' service technicians for installation, operation, and maintenance of ROSS equipment
- Assist with analyzing field performance of ROSS equipment, and participate in the development of new equipment and custom applications
- Prepare service reports and expense reporting

Absolute Requirements:

- Previous experience with food processing equipment and/or food product machinery
- Previous field service and travel experience
- Familiar with PLC/PC software programming
- 5+ years of troubleshooting and maintaining complex mechanical, pneumatic and electrical systems
- Software programming and troubleshooting capabilities
- Excellent verbal and written communication skills
- Ability to travel both domestically and internationally

- Travel commitment 90 – 100% - overnight and frequent weekend travel is required
- Self motivated, detail oriented and superb organization skills
- Demonstrated customer service skills
- Product demonstration experience
- Ability to make sound decision independently
- Valid driver's license
- Valid Passport or ability to obtain one
- Ability to work flexible hours and travel extensively

Education and Training:

- H.S. diploma or equivalent
- Technical school and/or military training in mechanical, pneumatic and/or electrical systems
- Associates Degree or technician degree in related field

Physical Requirements:

- Ability to lift 75 pounds
- Ability to spend extended periods of time walking and standing
- Ability to crawl under machinery and work in sometimes awkward positions to service machines
- Ability to work in varied production environments (extreme cold to extreme warm conditions)
- Ability to bend, stoop, and twist at the waist

Ross Industries is an EEOC Employer.