
JOB TITLE: Field Service Technician
EXEMPT: NO YES
REPORTS TO: Director of Operations
PREPARED BY: Director of Operations for Hebeler Process Solutions
APPROVED BY: Human Resources

JOB SUMMARY: The Field Service Technician is the in-field support for HPS products in the marketplace. Field Service Technician provides the mechanical technical product support needed by the customer in situations such as new product start up, troubleshooting and support for possible warranty related claims, as well as supporting customer requests on the installed base to troubleshoot issues and define solutions to keep the product functioning as intended. The Field Service Technician interfaces with not only the customer at site but internally with Engineering, After Market Sales, Sales, and Project Management to ensure the customers' needs are met. When not in the field the Field Service Technician can support production unit test, lab testing needs, engineering support, etc.

ESSENTIAL FUNCTIONS:

- ▶ Support professional relationships with customers for site related activities;
- ▶ Coordinate with customers the logistics for onsite needs including but not limited to scheduling, material needs, equipment needs, and protocol for being on site;
- ▶ Perform mechanical repairs / adjustments to equipment on site and or coordinate and oversee customer provided labor to make repairs / adjustments to equipment at site;
- ▶ Provide technical support via phone/email to assist with customers' needs at site;
- ▶ Support visits to assess older machinery and provide recommendations regarding upgrades and/or spare parts to keep the unit operating as intended;
- ▶ Assist in developing quotes to customers for both Field Service needs and aftermarket needs;
- ▶ Handles all warranty claims for installed equipment;
- ▶ Uses in-field experience to support Engineering and R&D for the development of new products, product changes, and services that meet the needs of customers at site;
- ▶ Keeps the team aware of potential threats to the business, including those related to customer satisfaction, competitor's activities, and general market changes;
- ▶ Able to travel both domestically and internationally approximately 50% - 60% of the time, some instances with very little notice.

ADDITIONAL RESPONSIBILITIES:

- ▶ Performs other duties as assigned or requested.

SUPERVISORY RESPONSIBILITIES:

- ▶ None

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will regularly sit for long periods; stand, speak, and hear in person and by telephone; use hands to operate, finger, handle and feel office equipment and documentation; and reach with hands and arms. Hands and fingers frequently perform repetitive motion. Occasionally the employee will use arms and hands to balance. The employee is occasionally required to walk, climb, stoop or bend and lift up to 25 pounds.

EDUCATION AND EXPERIENCE:

- ▶ Technical degree and/or at least 2 years of relevant experience with process equipment / machinery;
- ▶ Experience with technical customer service preferred;
- ▶ Ability to positively interact with customers in various situations;
- ▶ A strong understanding, or the ability to quickly gain a strong understanding, of Hebel Process Solutions' products is required.

KNOWLEDGE, SKILLS AND ABILITIES:

- ▶ Maintain a customer-focused perspective in all activities initiated to ensure that customer needs are successfully met;
- ▶ Develop professional and process expertise to provide improved assistance to internal and external customers;
- ▶ Strong technical aptitude and understanding of process equipment and machinery;
- ▶ Ability to multitask while maintaining a sense of urgency;
- ▶ Has knowledge of commonly-used concepts, practices, and procedures within the field;
- ▶ Exceptional written and verbal communication skills;
- ▶ Proficiency with Microsoft Office Suite;
- ▶ Strong initiative with the ability to work with minimal supervision, Results driven;
- ▶ Problem solving skills and dedication to Continuous Improvement;
- ▶ Adhere to Hebel vision and values at all times;
- ▶ Able to work as part of a multi-disciplinary team.

The above job description is not a contractual or binding document; it is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in the business climate and requirements.