



## FIELD SERVICE TECHNICIAN

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<b>DIVISION:</b>	SNIF	<b>JOB CODE:</b>	5500
<b>LOCATION:</b>	N/A	<b>JOB FUNCTION:</b>	Field Service Support
<b>DEPARTMENT:</b>	Field Service Engineering	<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Field Engineering Mgr.	<b>EFFECTIVE DATE:</b>	04/01/25

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### JOB SUMMARY

Provide technical and sales support to customers, including evaluating customer claims for warranty disposition, scheduling and coordinating customer visits and project work to minimize travel expenses and optimize completion dates, and assisting Engineering/Manufacturing in design recommendations and new equipment inspections.

### QUALIFICATIONS

#### Education/Experience

A minimum of five (5) years of hands-on Mechanical or Electrical experience with manufacturing equipment, ideally in the aluminum or primary metals industry.

Experience working with industrial fuel fired equipment/engineered systems preferred.

#### Knowledge/Skills/Abilities

**Technical Skills.** Ability to assess, troubleshoot and repair machinery by referring to and applying principles, techniques, and standard operating procedures. Basic knowledge of raw materials, production processes, and basic machinery. Knowledge of design techniques, tools, and principals involved in production of precision technical plans, blueprints, drawings, and models.

**Core People Skills.** Ability to positively interact, work collaboratively and communicate with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values, and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations. Treats people with respect and inspires the trust of others.

**Communication Skills.** Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

**Computer/Applications Skills.** Proficient computer skills using a variety of software applications systems, including Microsoft Office Products, Visio, and Computer-Aided Design and Drafting (CADD).

**Core Business Skills.** Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Ability to work independently, without significant direction and to use resources effectively to “figure it out”. Strong critical thinking skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence. Ability to anticipate customer expectations and needs, takes necessary actions to provide customer satisfaction, and enlist the assistance of others as necessary.

**Travel and Work Requirements.** Ability to travel by land and air up to 80%, both domestically and globally. Valid driver’s license and US Passport, or ability to obtain required. Ability to work extended hours based on the needs of the business.

**Professional Investment.** Demonstrated commitment to own personal professional development and learning.



## **ESSENTIAL FUNCTIONS/RESPONSIBILITIES**

1. Promptly respond to customer and vendor inquiries, collaborate and communicate effectively to determine urgency and the type of need, and explain complex issues and resolutions.
2. Effectively provide remote and onsite technical support to customers on all aspects of equipment operation including new system commissioning, personnel training on operations and maintenance, and troubleshooting of in-service problems and repair supervision.
3. Accurately read, understand, and interpret operating manuals, parts manuals, blueprints, and technical drawings.
4. Precisely inspect and test materials and machinery, including but not limited to performing instrument loop checks and system safety checks, to ensure correct operations and accordance with all safety regulations and policies.
5. Correctly inspect and verify dimensions of parts to ensure conformance to specifications.
6. Carefully prepare written procedures and recommended operating practices on all aspects of unit operation and maintenance.
7. Thoroughly investigate customer complaints to determine if a warranty claim should be approved; make a failure determination as to whether the failure is due to customer error, or if the failure is an internal design or external supplier issue that needs routed to the functional manager for corrective action per the SNIF® Quality Management System.
8. Effectively provide timely and detailed reports to the central office based on diagnosis during customer visits, including technical issues, maintenance recommendations and resolutions.
9. Competently identify opportunities and organize efforts to minimize expenses and maximize efficiencies.
10. Reinforce and assist with continuous improvement efforts in all aspects of design, manufacturing, and customer satisfaction.
11. Thoughtfully provide technical training to end-users during installation and commissioning to ensure equipment is operated and maintained properly.
12. Provide meaningful support to the Global Sales Team by troubleshooting and making recommendations to repair or replace when working with customers.
13. Ensure adherence to ISO requirements by supporting the quality system through maintenance of an active working knowledge of processes, setting an example by following requirements, and participating in continuous process improvements and internal audits.
14. Support the installation, commissioning, and/or maintenance of various Pyrotek equipment and systems, as needed.
15. Promote positive employee and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance, and civility. Respond appropriately to inquiries, concerns, and complaints by being professional, courteous, and respectful at all times.
16. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.



17. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response, and effective resolution skills. Work effectively within team environments both within your department and across the organization.
18. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
19. Actively support compliance with all relevant ISO management system standards by establishing, implementing, and/or maintaining processes needed for internal and external communication relevant to the EMS, including what, when, and with whom to communicate. Respond to relevant communications related to the EMS.
20. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
21. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
22. Perform other tasks as assigned.

### **PHYSICAL/SENSORY REQUIREMENTS**

*The following physical activities described here are representative of those required by a Team Member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.*

Must be able to sit and stand for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

### **WORKING ENVIRONMENT**

Generally, work within an office and/or manufacturing environment with regular exposure to noise, heat and/or cold conditions where company-provided Personal Protective Equipment (PPE), such as safety footwear, eyewear, respirators, etc., are required. Fire-resistant PPE will be required when working with molten metal.

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Team Member's Signature

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Date