



Title: Field Service Technician

Classification: Hourly, Non-Exempt

Reports to: Field Service Manager, Mechanical Engineer

Date: 10/2022

In the performance of respective tasks and duties, all HART employees are expected to perform his/her work in accordance with the HART values: Integrity, Quality, Customer-Employee-Family Focus, Continuous Improvement, Accountability, and Safety.

Summary/Objective

Field Service Technicians must meet company and customer expectations while performing activities concerned with the installation and startup of automated machinery and systems. Performs a wide variety of mechanical assembly operations on assemblies or sub-assemblies. Determines and/or follows methods and sequence of operations in performing wiring, component installation, and cable harnessing on assembly units. Makes setups and adjustments holding tolerances to blueprint specifications. Works on assignments that are complex in nature, requiring judgment in resolving issues or in making recommendations.

Essential Functions

- Schedule the project in logical steps and budget time required to meet deadlines.
- Confer with customer and company supervisory personnel, contractors, and design professionals to identify, discuss, document, communicate and resolve tasks and issues.
- Plan, organize, and perform activities concerned with the installation, startup & debug, and operation of machines and systems.
- Take actions to deal with the results of delays, production-related issues, and emergencies at customer locations.
- Inspect and review projects to monitor compliance with safety codes.

Knowledge and Skills Requirements include:

- Time Management - Managing one's own time and the time of others.
- Design - Knowledge of design techniques, tools, and principles involved in the use of precision technical plans, blueprints, drawings, and models.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.



- Mechanical - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- Management of Material Resources - Obtaining and seeing to the appropriate use of equipment and materials needed to do complete the projects.
- Fluid knowledge of the Microsoft suite of programs required.

Additional Eligibility Qualification

- Skill in operating various shop equipment and hand tools as well as precision measurement tools
- Blueprint reading, shop math, and understanding of measuring devices
- Ability to professionally communicate and work with others in both the Engineering, Procurement, and Production/Assembly teams
- Ability to understand basic programming & servo technology
- Strong attention to detail and ability to handle multiple priorities
- Must be self-motivated and positive

Work Environment

While performing the duties of this job, the employee is regularly exposed to vibration. The noise level in the work environment is typically loud requiring hearing protection.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls and to climb or balance.

The employee is frequently required to walk; reach with hands and arms; stoop, kneel, crouch or crawl; and talk or hear.

The employee must regularly lift and move up to 10 pounds, frequently lift and move up to 25 pounds, and occasionally lift and move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday

7:00 a.m. to 3:30 p.m while at the shop – and can fluctuate substantially depending on customer need and travel schedule.

Flextime is permitted if the schedule allows.

Overtime and weekend work may be required as workload dictates.



Required Education and Experience

A technical degree/certificate or equivalent years of experience and a minimum of 3-5 years working with custom machinery and providing solutions including working in the field with customers and suppliers.

Travel Requirements

This position requires approximately 50% travel (+/- based on book of business). Ability to obtain US Passport Required.

AAP/EEO Statement

HART Design & Manufacturing is an Equal Employment Opportunity Employer. Women, minorities, veterans, and individuals with disabilities as well as other qualified individuals are encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin, or other protected class status.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Director of Operations _____

HR _____

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____