

Pay: \$60,000.00 - \$80,000.00 per year

Job description:

Field Service Technician

Summary:

We are seeking a skilled and customer-focused Field Service Technician to join our team. In this role, you will be responsible for installing, maintaining, and repairing all VC999 product lines while fostering excellent customer relationships. You will troubleshoot technical issues, provide solutions, and ensure customer satisfaction. Flexibility and adaptability to changing schedules and priorities are essential, as customer needs are paramount.

This position is based in Milwaukee, WI, and is not remote.

Time Commitment:

- **Travel:** Up to 75% travel required.
- **Schedule:** Standard hours are 8:00 AM to 5:00 PM, with a 1-hour lunch break. Flexibility for travel and after-hours work is necessary to meet customer needs.

Essential Duties and Responsibilities

- **Daily Communication:**
 - Maintain regular communication with the Service Manager to update job statuses and receive new assignments.
 - Retrieve and respond to messages promptly using company communication tools.
- **Travel Coordination:**
 - Arrange travel (flights, hotels, car rentals) within company policies, ensuring cost-efficiency and time effectiveness.
 - Keep service team members and customers informed of travel schedules and arrival times.
- **Equipment Installation & Repairs:**
 - Install and repair new or used equipment at customer facilities, ensuring full functionality per specifications.
 - Submit technical documentation to the Service Manager upon project completion.
- **Technical Support:**

- Provide professional on-site troubleshooting and repair assistance to customers.
- Serve as a communication link between customers and VC999 Service/Sales teams to ensure effective support.
- **Customer Training:**
- Conduct training sessions for customers on equipment operation, maintenance, parts ordering, and safety procedures.
- Provide customers with service team contact details for future needs.
- **Documentation:**
- Complete detailed service reports and submit them within one week of job completion.
- Submit accurate and timely weekly expense reports.

Qualifications

To succeed in this role, you must demonstrate the following:

Education/Experience:

- Associate's degree in a relevant field or technical training preferred.
- Minimum of **2 years** of experience in field service, packaging, maintenance, or related areas.
- Proficiency in **electrical, pneumatic, mechanical, and machine shop skills.**

Skills and Attributes:

- Strong mechanical and electrical aptitude.
- Proven ability to troubleshoot and resolve complex mechanical and operational equipment issues.
- Excellent communication and customer service skills.
- Ability to adapt to changing situations, prioritize tasks, and work effectively under pressure.
- Self-starter with the ability to work independently in unsupervised settings.

Technical Competencies:

- Proficiency in Word, Excel, Internet applications, ERP systems, and database software.
- Strong understanding of vacuum systems, including relative and absolute pressure principles.

Other Requirements:

- Valid U.S. driver's license and ability to obtain a passport.
- Willingness to undergo background checks, motor vehicle reports, and pre-employment drug screening.

Work Environment

- Exposure to wet, humid, cold, or hot conditions (non-weather).
- Regular work near moving mechanical parts and occasional work in high or precarious places.
- Noise levels are typically loud.

Physical Demands:

- Ability to regularly lift and/or move up to 50 pounds.
- Frequent standing, walking, stooping, kneeling, climbing, and balancing.
- Specific vision abilities: close vision, distance vision, peripheral vision, depth perception, and focus adjustment.

Behavioral Standards

- Maintain a positive and respectful work atmosphere with customers, clients, co-workers, and management.

Job Details

- **Type:** Full-time
- **Pay:** \$30.00 - \$40.00 per hour
- **Benefits:**
- 401(k) with matching
- Health, dental, vision, and life insurance
- Paid time off

Experience Required:

- Mechanical knowledge: **2 years**
- Electrical knowledge: **2 years**
- Installation and maintenance: **2 years**

Willingness to Travel: 75%

Location: This position is based in Milwaukee, WI and is not remote. No relocation expenses will be paid.

Application Questions

- Are you willing to undergo a background check, motor vehicle report, and pre-employment drug screen?
- Are you located in the Los Angeles metro area?
- Do you have at least 2 years of experience with mechanical, electrical, and maintenance work?

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Application Question(s):

- Are you located in the Milwaukee, WI metro area? This position is not remote and no relocation expenses will be paid.

Experience:

- Electrical knowledge: 2 years (Required)

- Mechanical knowledge: 2 years (Required)
- Installation and maintenance: 2 years (Required)

Willingness to travel:

- 75% (Preferred)

Work Location: On the road