

Title: Service and Repair Technician

Department: Service



SUMMARY

Apply work experience in capital equipment repair to provide customer service to our customers in aiding them in the repair and maintenance of their Steinert Separation Equipment either by phone, direct on customer sites or spare part sales.

PRIMARY RESPONSIBILITIES

- Commissioning of new equipment on customer sites
- Repair of rotors, magnets, and motors in field and in Steinert's Northern Kentucky repair center
- Diagnose and troubleshoot mechanical issues with Steinert equipment on customer sites or over the phone
- Diagnose and troubleshoot electrical and motor issues with Steinert equipment on customer sites or over the phone
- Make recommendations to customers to improve their material processing in relation to Steinert equipment
- Make adjustments to Steinert equipment with customers to improve material processing
- Provide phone support to customers experiencing equipment failures for various reasons
- Communicate with Germany to insure timely response to customers about technical issues
- Update Steinert database as necessary about equipment location, equipment upgrades, and history of repairs
- Produce written reports about the on-site repair of equipment
- Produce written reports to Germany about possible quality issues found in the field
- Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

- Create individual yearly goals that coordinate with the departmental goals for the service department
- Aid the sales staff in presenting the technical capabilities of Steinert's products as requested
- Aid in the sale of spare parts as necessary
- Coordinate travel arrangements and schedule with the Service Manager, Equipment Support staff
- Due to small office setting, individual must be willing to aid the company in other functions when required
- Provide technical training to staff as required

KNOWLEDGE AND SKILL REQUIREMENTS

- At least 5 years working experience in a similar role servicing large capital equipment
- Ability to work with CAD drawings and schematics
- Ability to drive a fork lift or learn
- Ability to troubleshoot electrical systems
- Knowledge of AC/DC controls and motors
- Ability to Speak Spanish or German is helpful but not required
- Ability to travel to Germany for technical training
- Experience in scrap metal recycling or waste recycling helpful but not required
- Associates in Electronics or Mechanical Engineering,
- Five years working repairing or commissioning heavy equipment
- Experience working in a small office, small department, or small company setting helpful
- Work requires willingness to work a flexible schedule and travel up 80% of time
- Travel can be at a one day notice at times!

WORKING CONDITIONS

- Normal for an office & warehouse environment.
- Customer On-Site conditions vary dependent upon customer and market that is served
- Small company environment
- Will require technical training in Germany