



Position Title	Report To	Effective Date
Field Service Engineer	Team Lead	03/7/2016
Employment Status	FLSA Status	
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	

Description:

The role of the Field Service Engineer is to provide professional service and support for X-Ray Technical Services customers by performing field service installation, startup, repairs and maintenance of OEM NII equipment. The Field Service Engineer will work within the guidelines, established by the Director of Services, and will follow the established procedures when representing X-Ray Technical Services, LLC.

Typical Duties:

Typical duties will include, but are not limited to the following:

Installation- technical consultation and installation assistance to on-site personnel or contractor
 Startup- Customer pre-consultation, site readiness preparation, startup monitoring, assist and train
 Equipment Maintenance -perform routine maintenance on equipment

Repairs - repairing machines and systems, including rebuilds

Troubleshooting-determine causes of operating errors and taking action to remedy the problem
 Equipment selection-determining correct tools and equipment required to perform the job
 Record Activity - complete service reports, record repairs, warranty and maintenance performed
 International Travel-

Essential Functions:

Responsible for, repair, troubleshooting, and preventive maintenance on various NII Manufactured Systems I.E : Z-Backscatter X-Ray systems Gen1, Gen2 and Mil-Trailer, Gemini, SIM Body scanners, Smiths Detection HCVm and HCVP High Energy X-Ray/Force Protection systems, Gas and Diesel engines, Generators, High Voltage Power Supplies, Electro Mechanical systems, and various computer and network systems.

- Experienced in the use of test and diagnostic equipment such as multi-meters, oscilloscopes, Radiation meters, and diagnostic software.
- Skilled in removal, installation, fault detection and isolation of major components such as routers, switches, High Voltage Power Supply, System controllers, Power Modules, computer systems, cameras, radars, motion and speed sensors, and complete x-ray inspections

- Skilled in prevention maintenance activities, job scheduling, and inventory control; able to read and interpret mechanical and electrical schematics; specialized knowledge of electrical and mechanical systems.
- “Hands on” experience with Electro-Mechanical experience with pneumatics, hydraulics, AC/DC motor control, PLC’s, VFD’s, Pump Systems
- Perform scheduled and un-scheduled maintenance of equipment and associated equipment
- Provide installation expertise at customer sites as well as conducting pre-installation assistance.
- Read and review blueprints, plans, specifications and other documentation to prepare for startup or service
- Responsible for on-site training of customer personnel to X-Ray Technical Services, LLC standards on proper operation of their equipment
- Build customer relationship in a professional manner through solution-oriented communications and service, providing both on-site and telephone support
- Work with engineering, project management, spare parts and management groups to resolve escalated problems
- Provide written service & expense reports to Director of Service & Manufacturing on all activities carried out on site and complete all required documentation in a timely manner
- Properly document, label, and return all defective parts resulting from repair
- Make technical recommendations to maintenance technicians and/or treatment plant operators
- Work closely with the Director of Service & Manufacturing and Service Coordinator to ensure site work is carried out in the required order, for completion by the required timeline
- Comply with all safety policies, practices and procedures at all times. Develop and maintain safe habits and practices with regard to safety requirements on site and in the manufacturing facility and report any breaches or concerns on health and safety matters to the Director of Service & Manufacturing or HR
- Ensure all materials, tools and equipment provided to you, are kept safe, and secure. Ensure all are calibrated in good working order to X-Ray Technical Services, LLC requirements.
- Assist in manufacturing or engineering with customer projects, as well as unit refurbishment or replacement at the customer site or the Huber Technology manufacturing facility
- Assist the parts department with recommended spare parts and wear parts to existing and new customers
- Perform all required welding activities in the manufacturing facility or on-site
- Provide technical support to other Field Service Specialist in the field
- Must be self-motivated with ability to work & think well independently
- Must maintain valid Driver’s License and must be able to drive a forklift
- Must be able to use a computer for creation of reports and data entry required
- Must be able to use a smartphone and any related applications required for

- the job or timekeeping
- Must maintain valid passport to take advantage of Factory & Service Training at various sites worldwide
- Must be located near a major airport for this position due to travel requirements
- Must have and maintain current inoculations as determined to protect in this field
- Must wear furnished uniform and maintain clean and professional appearance while working with customers, vendors and colleagues
- Accept other responsibilities as requested or required by the Director of Service & Manufacturing or the Company as needed

Education and Skills

Associate's degree in a technical field or equivalent is preferred, plus three (3) to five (5) years' experience in a related field or an equivalent combination of education and experience

- Welding skills required & ability to drive a forklift, as well as ability to acquire further certifications and participate in training opportunities as determined by the Company
- Must have basic computer skills and able to use basic functions of M/S Office Suite for reports, time and record keeping
- Machinery demonstration/pilot testing or controls knowledge a plus
- Spoken & written English required; Spanish, Arabic, French or German a plus
- Excellent written and oral skills preferred
- Strong time management skills and organization skills a plus

Physical Demands

The characteristics described below are representative of those encountered while performing the essential functions of this position. *Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.*

While performing duties of this job, would occasionally be required to stand, walk, sit, reach with hands and arms, climb or balance, stoop or kneel, talk and hear, and use fingers and hands to feel objects, tools or controls.

- Must be able to sit for long periods on airplane or in an auto to reach job destinations
- Must be able to have manual dexterity to operate equipment and tools required on the job
- Must be able to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions
- Must be able to quickly respond (with the hand, finger or foot) to a signal (sound, light, picture) when it appears.
- Must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required include close vision, distance vision, depth perceptions and ability to adjust focus.

Work Environment



Job will generally be performed on customer site, customer's selected location, industrial setting as well, or in the AS&E/ XTS manufacturing facilities.

- Travel is typically by plane, car and sometimes could involve a ferry/boat
- Manufacturing facility has dust and other airborne particles and allergens
- Customer site has exposure to waste matter and airborne particles and allergens
- X-Ray Technical Services, LLC employees are furnished and required to wear safety gear, protective equipment, gloves, uniforms, per the job requirements.
- Travel & work is performed under a variety of weather extremes, from wet to dry, from cold to hot

Pre-Hire

Pre-hire background check and drug test are required.

X-Ray Technical Services, LLC promotes an equal opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees as long as this does not create an undue hardship on the company. Please note that this job description may not be all inclusive and employees are expected to perform all other duties as assigned and/or directed by management. Job descriptions and duties may be modified when deemed appropriate by management. X-Ray Technical Services, LLC is an at-will employer.