



JOB DESCRIPTION

Job Title:	Field Service Engineer
Department:	Technical Services
Reports To:	Erik Bates

SUMMARY:

The Field Service Engineer supports department and company objectives for *premier customer service* through the provision of hands on equipment troubleshoot and repair in the field, as well as training for the End User, and technical personnel, on the company's Quantum Sniffer explosives detectors.

The provision of training will include the basics of operation and routine maintenance for the End User; and expand for technical personnel to include theory of operation, design and disassembly, as well as handling common and complex diagnoses and troubleshoot of the Quantum Sniffer platform. Training will typically require presentations, product demonstrations, and hands-on instruction, and will cover the US and global locations.

The Field Service Engineer is expected to maintain good customer relations and customer satisfaction by serving as the company liaison on administrative and technical matters for assigned projects. The Field Service Engineer is expected to complete and maintain detailed records of all technical problems using the company's database. Other areas of responsibility include supporting the product improvement lifecycle with objective evidence of product performance in the field, as well as creating, maintaining and updating technical literature on the platform.

RESPONSIBILITIES:

- Providing problem resolution with Quantum Sniffer line of explosive detectors
- Customer liaison
- Training end users
- Training in-house and customer technical personnel
- Creating and updating Technical Bulletins, Technical Manuals, User and Administrator manuals
- Field data base management for product quality control and improvement

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the company

QUALIFICATIONS:

Education: Bachelors degree in Electrical Engineering is desired; Associates Degree from technical trade school at a minimum. Solid comprehension of electronic circuits, schematics, software driven operating systems, assembling and disassembling complex electronic and mechanical equipment is essential.

Experience: Must have at least 7 years of related work experience, or an equivalent combination of technical training and related experience.

REQUIREMENTS:

First shift, Monday through Friday, 8:00 AM to 5:00 PM

Up to 40% travel, domestic and international

May be asked to occasionally provide phone support from home in the evening

Must be able to lift 50 lbs.

OTHER SKILLS / ABILITIES:

Experience with hands-on troubleshooting role and techniques

Mechanical aptitude and strong problem solving skills

Knowledgeable with high voltage circuits and power supplies

Knowledgeable with printed circuit board design and schematics

Knowledgeable in the use of measuring and diagnostic equipment such as multimeters, oscilloscopes, etc

Familiarity with DOS and Windows based O/S

Familiarity with various software programming languages is a big plus

Must have manual dexterity

Excellent customer and presentation skills

Polished verbal and written skills

Experience is making technical and training presentations

Skilled in the use of Word and Excel; Access a plus

Experience and capability in the use of statistics is a plus

Related experience on semiconductor equipment

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