



Field Service Engineer Job Description

JLS Automation is currently accepting candidates for Field Service Engineer for our corporate office in York, PA. The Field Service Engineer will work with a leader in primary and secondary packaging machinery for the food manufacturing industry using cutting edge robotics technology. We have an exceptional customer-focused and employee centered culture in a heavy growth mode. This is a full-time, exempt position reporting to the Director of Aftermarket Sales & Service.

Field Service Engineer Job Objective

The Field Service Engineer (FSE) will perform services on robotic packaging equipment. The FSE will perform complex customer support activities involving onsite installation, service, repair, hardware/software integration, process and development support, test support, troubleshooting, and training at customer site in a timely and cost-effective manner. Domestic and international travel required. Weekend and holiday availability required. This role works closely with engineering on project testing and functionality.

Field Service Engineer Job Duties and Responsibilities

- The FSE will perform repair work in house and at the customer's site;
- Provides service and technical interface between customer and JLS.
- Assists engineering with FAT, and installation prep work.
- Conduct on-site installation, commissioning, service, training, and maintenance.
- Advise customer on operation, maintenance, and modifications.
- Answer complex technical questions on equipment, and work with customer to troubleshoot problems.
- Display a high level of integrity, and work with little supervision.
- The FSE communicates with management, and the end user to help determine the appropriate action plan to resolve issues promptly.
- The FSE communicates daily with the Service Manager to ensure all open jobs are being handled promptly.
- The FSE works collaboratively with the Customer Service Team to guarantee customer satisfaction.
- Monitor cost and expenses as it relates to projects, service, and parts.
- Respond to phone support request as assigned.
- Be able to evaluate and determine solutions working as a team or individual.
- Sell additional value-added services, spare parts, upgrades etc. when visiting customer sites or as the opportunities arise.
- Turn in accurate detailed reports in a timely manner. Respond promptly to all customer service issues.
- Work with the CST team to generate accurate quotes for service, and parts.
- Assist engineering with any ongoing projects.
- Take the necessary steps to stay current with ongoing technology
- Other duties as assigned;

Field Service Engineer Knowledge, Skills and Abilities

- High School diploma, 2- or 4-year technology or electronics degree preferred;
- 3 - 5 years of experience with automated machinery;
- Ability to work all levels of electrical voltage; single and three phase motors;
- Strong ability to troubleshoot and repair electrical problems;
- Ability to understand and navigate through PLC and servo motor drive control software;
- Knowledge of PLC programming;
- Ability to comprehend and demonstrate mechanical assembly and troubleshooting techniques;
- Ability to perform manual assembly of basic machine components and or subassemblies;
- Basic understanding of computer IT and communications;
- A working knowledge of VFD's;

- Good Electro/Mechanical knowledge;
- Ability to build rapport and interact effectively with personnel at all levels within the Company and with vendors and business partners outside the Company;
- Demonstrates highly ethical behavior and good judgment at all times;
- Effective listening, verbal, and written communications skills;
- Good problem-solving skills;
- Effective time / project management skills;
- Demonstrated ability to professionally respond to stressful situations in a patient, friendly, and timely manner;
- Leads by example always portraying the Company in a highly professional manner both within and outside of the office;
- Ensures accurate, timely completion of assigned responsibilities/projects;
- Respectfully accepts coaching and guidance provided constructively in order to continually improve, grow, absorb, and adapt;
- Good analytical and problem-solving skills;
- Good time management skills;
- Ability to perform multiple tasks and organize assigned tasks according to priority;
- Basic computer skills;
- Ability to read mechanical drawings and electrical schematics;
- Ability to read customer supplied fabrication drawings to ensure JLS equipment works within specified parameters;
- Ability to effectively communicate in writing using written text, mechanical and electrical drawings, diagrams and machine schematics to describe a problem or suggested improvement;
- Must have a valid passport or be eligible to obtain one;