



K-Tron America Job Description

Job Title: Field Service Engineer

Reports to: KPS Manager

Prepared By: Melissa Markley

Department: Performance Services

FLSA Status: Non-Exempt

Prepared Date: 06/01/05

Brief Description:

Correct service issues and provide training to customers in the use and maintenance of K-Tron equipment at customer sites.

Essential Duties & Responsibilities:

- Repair and correct equipment problems at customer sites
- Adjust and modify K-Tron equipment as required to meet the customer's process needs
- Provide training to customers in the use and maintenance of K-Tron equipment
- Document and co-ordinate the service performed and forward to K-Tron
- Suggest, where appropriate, improvements to K-Tron equipment
- Assist in documenting customer needs or requests for forwarding to K-Tron
- Extensive travel is required
- Other duties as assigned

Education and/or Experience:

- BS in Engineering or 4 years equivalent experiences
- Electrical/Electronic training
- Spanish fluency preferred

Technical Skills/Knowledge:

- Technical product knowledge
- Electrical knowledge
- Mechanical knowledge
- Good communication skills
- Good customer service skills
- Problem solving skills
- Willingness to travel for extended periods of time
- Field service experience desirable
- Must have valid driver's license
- Must have credit in good standing
- Must be at least 23 years of age
- Knowledge on usage of hand tools, power tools, schematics, test equipment, blue prints, K-Tron control equipment

Safety Factors:

- Work safely in an industrial environment and abide by customer policies