



COOPERATIVE EDUCATION

Kim Hoyt, Coordinator

Student Union East, Office 59

P (850) 872.3874 E khoyt@gulfcoast.edu

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JENSEN USA SERVICE TECHNICIAN

SUMMARY

Performs a variety of duties to assist customers by troubleshooting mechanical, electrical and electronic problems with production machinery, equipment or systems. Travels to customer's site to install, service, troubleshoot and make necessary repairs to same by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Installs, programs, starts up and repairs automated machinery and equipment such as feeders, folders and programmable controllers to meet customer's requirements;

Visually inspects and tests machinery and equipment following initial installation or repair;

Observes mechanical and electrical devices in operation and listens for unusual sounds or unusual performance from machines or peripheral equipment to detect malfunction and discusses machine operation variations with customer's representative to diagnose problem or repair machine;

Dismantles defective machines and equipment and installs new or repaired parts;

Assembles, installs, repairs and/or replaces related hydraulic and pneumatic equipment, gauges, valves, pressure regulators, inverters, control boards, bearings, cylinders and related equipment;

Directs Riggers on the placement of machinery according to plant drawings;

Trains customer's representative(s) on the proper use and maintenance of machinery and equipment and prepares related materials on spare parts ordering;

Confers with Parts Representatives, other Field Service Technicians and customers over the telephone to diagnose machinery and equipment malfunctions and provide technical solutions to resolve complex machinery and equipment requirements and enters relative information in HEAT, Mapics or other systems;

Analyzes reports of technical issues to determine trends affecting future design, production, service and maintenance processes and provides recommendations to management;

Prepares service handbooks and bulletins based on field investigations, engineering changes and overall knowledge of the product;

Prepares Service Trip Reports or other reports requested by management;

Enters and maintains all machine information, such as serial number or ship date, in JCH, Mapics or other systems;

Conducts service training schools and prepares related materials;

Assists with customizing machines and equipment, such as logic controllers, according to customer's specifications;

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate Degree or equivalent from a technical school; or related experience and/or training; or equivalent combination of education and experience. Proficient with programmable logic controls, input/output, pneumatics, hydraulics, sensors, AC/DC, etc.

LANGUAGE SKILLS

Ability to read, analyze, and interpret technical journals, blueprints, schematics and ladder logic. Ability to respond to common inquiries or complaints from customers. Ability to write business correspondence, reports and procedure manuals that conform to prescribed style and format. Ability to effectively present information and respond to questions from groups of managers, customers, individuals and employees.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts and apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to convert standard measurement to metric, calculate measurements of gas, temperature, balance air or water flow, etc.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Electrical, mechanical and/or electronics certificate or other related certification.

OTHER

Valid Driver's License and good driving record; may travel nationally/internationally up to **75%** of the time requiring overnight stays and occasional weekends. Frequent use of a variety of hand tools, impact wrenches, multimeter, voltmeter, etc. Working knowledge of Word, DOS and Windows.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle, or feel to manipulate parts or operate office equipment; reach with hands and arms; and climb or balance. The employee frequently is required to stand and talk or hear. The employee is occasionally required to walk and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job in the field, the employee is regularly exposed to wet and/or humid conditions, moving mechanical parts, and risk of electrical shock. The employee is frequently exposed to high, precarious places; fumes or airborne particles; outside weather conditions; and extreme heat. The employee is occasionally exposed to extreme cold and vibration. The noise level in the work environment is usually very loud.

TO APPLY: Contact: Alain Garnier, Parts and Service Manager

alain.garnier@jensen-group.com 850.271.5959