

Field Service Technician

Functional Area	Customer Service
Location	Comstock Park, MI
Job Type	Regular
Job Time	Full-Time
Experience Level	Mid Level
Education	Trade School graduate or Associates degree or equivalent experience
Travel	70%
Start	Immediate

Company Description

DAMBACH Lagersysteme (DAMBACH) is a leading manufacturer of automatic storage and retrieval machines for high racking installations up to 50 meters. Unit conveyors and shuttle storage solutions for multi-deep storage round off the product offering. The scope of service comprises related and integrated load handling devices and controls, both based on the company's own research and development. DAMBACH also offers a large variety of services to refurbish and upgrade existing installations. The company is partner to system suppliers and operates worldwide. With more than 40 years of expertise in intralogistics, DAMBACH is the partner of choice for challenging projects. For more information on DAMBACH please visit www.dambach-lagersysteme.com

Job Description

DAMBACH has an immediate opening for a Field Service Technician. This position provides service and repairs as well as service and maintenance training for installed DAMBACH equipment. As the DAMBACH representative at the Customer, this position has a heavy responsibility for maintaining customer goodwill toward DAMBACH. Primary objective is to ensure that DAMBACH equipment have the greatest availability possible for Customer use and to ensure that Customers are satisfied with their DAMBACH equipment.

Qualifications:

- Three years (minimum) experience in troubleshooting electromechanical and/or mechanical equipment. Successful candidate must have some working experience with material handling equipment. Service experience with SRM or AS/RS or conveyors is highly prized.
- Must be willing to travel on short notice and spend up to 70% of the time traveling. May be continuously away from home for as long as two weeks.
- Must be willing to be on call and travel accordingly.
- Willingness to work weekends and holidays.

- Must be able to act calmly in stressful situations.
- Must be able to write concise, clear and complete trip reports.
- Must have knowledge in the use of personal computers and Microsoft Office software.
- Additional specialized skills and knowledge needed for this position will be provided by DAMBACH.

Job Family Responsibilities:

- Performs semi-complex maintenance, repairs, inspections and overhauls.
- Effectively identifies problems as they occur and takes appropriate steps to solve them in situations where the problem is not difficult or complex. Refers complex, unusual problems to others. The Field Service Technician is supported by intra-organizational experts.
- Performs training customers.
- Maintains documents of all works performed.
- Participates and performs in the assessment of equipment performance and recommends modifications or improvements.
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Education:

Trade School graduate or two-year Associates degree in a mechanical or electrical-mechanical technician program or 2 years of vocational technical training preferred.

Compensation:

DAMBACH provides a competitive salary as well as a comprehensive benefits package to its employees comprised of medical, Dental, Long Term Disability, 401 (k) and paid holidays.

General

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

Contact

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