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<b>TITLE OF POSITION:</b>	Field Service Technician
<b>DEPARTMENT:</b>	Customer Service
<b>REPORTS TO:</b>	Customer Service Manager

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**Position Summary:** Service frequency and power conversion equipment defense and aerospace or marine. Troubleshoot, perform, suggest and expedite service requests and duties as assigned, to achieve superior customer satisfaction. Refer possible sales leads to Sales management.

**PRINCIPLE DUTIES (to include but not limited to):**

1. Service (troubleshoot, start-up and repair) units in the field or factory
2. Travel to and from customer base, as well as correlate travel arrangements with the management and support staff, prepare for delivery of parts needed, and correspond with department manager when in the field.
3. Train customer on safety and operation of units.
4. Maintain complete records of service calls, both customer and internal.
5. Maintain relationships with customers in regard to service or modification action required.
6. Maintain relationships with other departments as required in areas related to service issues.
7. Take and/or return customer calls regarding technical questions.

**QUALIFICATIONS:**

**Minimum –**

Associate degree in electronics. Three years electrical experience in power systems for defense and aerospace or marine industries. Must be flexible and able to travel at a moment's notice. Must have a current passport for international travel. Must be fluent in English and have good verbal, written communication, and computer skills.

**JOB CONDITIONS:**

- Up to 90% travel both domestic and international
- Occasional overtime both in-house and while travelling.

***Equal Employment Opportunity***