



Job Posting *Field Service Technician*

Reports to: Director of Technical Services

Job Summary: The Field Service Technician is responsible for providing superior technical support to customers in the Flat Glass & Mirror Industries. Customers are located in various areas across the United States, Mexico, and Canada.

Duties and Responsibilities Include the Following:

- Perform installation, periodic maintenance, troubleshooting, programming, and repair equipment. (*initial training will be provided; previous experience is a plus*).
- Provide technical, operational, and maintenance training on equipment.
- Document service activities and all related expenses.
- Provide feedback to supervisor for Periodic Maintenance program and design improvement initiatives.
- Attend trade shows to set up and tear down equipment and be the technical representative to answer specific questions pertaining to the equipment during the show.
- Work closely with fellow owners/technicians to maintain the warehouse, machine shop, and grounds.
- Promote Salem supplies (wheels, cerium, etc.) and HHH equipment while in front of customers.
- Rebuild and repair glass machinery at Salem headquarters and other facilities.
- Maintain a high level of professionalism at all times.
- Embrace the ESOP Culture.
- Follow Salem's safety procedures and processes.
- Other duties as assigned.

Education, Experience & Skills:

- Strong communication skills (both verbal and written), organizational, and customer service skills are required.
- Associates Degree in Engineering or equivalent experience preferred but not required.
- The ability to read wiring diagrams and pneumatic diagrams.
- Experience servicing mechanical, electrical, electronic, and CNC control devices preferred.
- Experience as a traveling technician is a plus.
- Competent with power tools (drills, grinders, reciprocating saws, etc.)
- Knowledge of Microsoft Office (Outlook, Word, and Excel).
- Bi-Lingual – English/Spanish a plus.
- Must have a valid driver's license and a clean driving record.
- Ability to work alone and with a team.

GO BEYOND THE EDGE

NORTH CAROLINA – HQ

5901 Gun Club Road
Winston-Salem, NC 27103
Office: 800.234.1982 | 336.766.1104

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Greater Toronto Area
Office: 844.858.7444
www.SalemFTG.com



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.

- 75% travel required
- Must be able to work an occasional weekend and flexible enough to travel at a moment’s notice (usually with 24 hours’ notice) to customer site to repair equipment. (Most travel is planned in advance usually with a 2-week notice or more.)
- The employee is regularly required to stand, kneel, climb, reach, bend, push, and pull.
- The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

This job description is intended to provide general information about the position. It is not an employment contract. As with all positions, the responsibilities, duties, and requirements of this job may change. The company, in its discretion, may alter this job description at any time with or without notice.

To apply for this position, send your resume to hr@salemftg.com.

Salem Fabrication Technologies Group, Inc is an Equal Opportunity Employer

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