



## Field Service Technician

Fully Remote • Atlanta, Nashville, Memphis, Mobile, Montgomery • NA Services

### Job Type

Full-time

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### Description

Department: NA Services

Location: Primarily serving Southeast region

Compensation: Salary position with commission earning potential

Reporting Relationship: Reports to: NA Field Service Manager

### POSITION SUMMARY:

Responsible for performing on-site Preventive Maintenance & Calibration (PMC), Field Repair along with new instrument commissioning/training and upgrades. Act as liaison between customers, Engineering and Sales Departments to further the improvement of the Company's products and improve customer satisfaction. This position requires the consistent exercise of discretion and judgment, as distinguished from performance of routine mental, manual, mechanical or physical work. Therefore, a Field Technician must have advanced academic knowledge and relevant experience in a specialized engineering field and regularly apply that pedigree in discharging the essential functions described below.

### ESSENTIAL FUNCTIONS:

1. Calibrate, maintain, and otherwise ensure that testing machines at customer facilities function properly.
2. Independently create new calibration instructions and calibration records when needed.
3. Use advanced knowledge to assist the Customers and Sales Department with troubleshooting technical problems as needed.
4. Appear at field installations of major importance and/or complexity, as required.
5. Consult with and provide high-level expertise to R&D/Engineering Department regarding design and redesign of products as requested, i.e. providing input as to the course of action in creating a better user experience.
6. Must have excellent customer interface skills and be responsible for customer satisfaction.
7. Remain current on all advanced knowledge required to discharge the essential functions of the position, especially those requiring independent discretion and judgment, through continuing education, credentialing, appropriate training, manuals, technical bulletins, and other relevant materials.
8. Maintain personal and/or shared sets of tools, fixtures, drawings, parts, work instructions by sending equipment out for calibration, repair, etc.



9. Expected travel is 3-5 days per week but could be more based on business needs. Must be willing/ able to work on occasional weekends and accommodate last minute travel requests.

10. Physically lift and carry tool cases (up to 110lbs) to effectively transport the same to customer's locations to perform repair or PM&C Services.

**ADDITIONAL RESPONSIBILITIES:**

1. To be quality conscious of equipment, thus providing suggestions for improvement to the R&D/ Engineering Department.
2. Assist Repair Departments by providing technical customer support as needed.
3. Provide completed service visit job reports & expense reports weekly.
4. Follow all work procedures and familiarize themselves with the Field Service Dept. Quality Manual along with all applicable accreditation documentation/procedures.
5. Follow all customer safety policies and facility rules/guidelines while on-site.
6. Follow all Employee Policies & Procedures.
7. Maintain inventory (trunk stock) and administrative records in a timely manner.

**Requirements**

1. 2-year degree in Engineering or minimum 3–5-year experience repairing or calibrating physical property testing instrumentation.
2. Excellent verbal, written and presentation skills.
3. Proficiency in computer software applications such as Microsoft Office Suite.
4. Must read, write, and speak the English language. Bilingual is a plus.
5. Must have extensive electronics and/or applied physics training.
6. Must have a valid driver's license with vehicle insurance and be able to operate a common rental automobile.
7. Must possess aptitude to learn, perform and explain instrument functions.
8. Basic knowledge and understanding of ISO17025 is required. Knowledge of TAPPI and ASTM standards is preferred.
9. Must be willing to take a drug test and background check which may be required per customer contract qualifications.
10. Active TWIC card is a plus.
11. Must have a passport and be willing to travel internationally.