
POSITION: Field Support Technician (FST)

CLASSIFICATION: Exempt

LOCATION: Remote US

REPORTS TO: US Field Support Supervisor

Position Description

The Field Support Technician (FST) manages the troubleshooting, machine demonstration and customer training processes. The Field Support Technician (FST) is also responsible for building and maintaining customer relationships with owners, machine operators, mechanics, managers, engineers, contractors and their support staff. This position must take a proactive, leadership role in monitoring customer satisfaction. The Field Support Technician (FST) must always portray a positive image of the company. This position is responsible for not only fixing the customer's immediate concern, but also ensuring that systems are revised so that those issues cannot recur. The Field Support Technician (FST) will have a strong working knowledge of Somero® products and practices. The position provides frontline support to Somero's® customers and sales force on a continuous basis, often requiring on-site visits with customers. This position is responsible for using a variety of computer programs to effectively manage the business relationship with the customer such as documenting customer calls.

Principal Accountabilities

- On-site service and operation of Somero® products
- On-site and classroom style training for customers regarding machine operation and maintenance
- Over the phone troubleshooting for customers experiencing problems in the field
- Provide 24-hour customer support by being on call on a rotating basis
- Provide solid and accurate information to customers while working in a call center environment
- Improve product performance based on knowledge, experience and customer feedback
- Utilization of the companies Enterprises Resource Planning (ERP) system to effectively manage the business relationship with the customer such as documentation of all customer calls
- Basic knowledge of all company product offerings
- Mechanical, electrical and hydraulic troubleshooting, assembly and installation on all Somero product offerings
- Ability to read and interpret documents such as operating and maintenance instructions, technical specifications including hydraulic and electric schematics and procedure manuals
- Participate in new product development meetings and communicate project status within the department
- Track business expenses and submit expense reports in a timely fashion
- Organize and efficiently conduct problem solving meetings and status update meetings
- Assist in the development of the training curriculum for the customer
- Investigate customer accounts and aid in billing corrections and reconciliation
- Use discretion to issue credits to ensure customer satisfaction
- Act as a subject matter expert (SME) for specific products
- Perform advanced operator training and troubleshooting seminars as needed
- Research and development activities to help prove out existing prototype activity
- Communicate with irate customers and defuse difficult situations
- Manage customer experiences in ways that ensure commercial growth and success of their company
- When traveling report status to the Scheduling Specialist



- Work safely in an office, manufacturing and jobsite environment and follow all company safety policies and procedures

Attributes

- Ability to maintain a sense of urgency in high-pressure situations
- Ability to maintain professional appearance and attitude at all times
- Demonstrated ability to work independently to organize and prioritize multiple work assignments
- Excellent follow-through skills with customers and assignments
- Empathetic listener to aid in resolving customer issues or inquires
- Ability to clearly present and communicate information to small groups of people
- Self-motivated and capable of identifying areas where process improvements are needed
- Comfortable in a customer-focused environment and able change focus to satisfy customer needs
- Strong problem-solving skills with flexibility to adapt to change
- Strong verbal and written communication skills to effectively deal with people at different organizational levels both inside and outside the company
- Comfortable and proficient operating equipment and systems manufactured by the company

Education/Experience

- High school diploma or equivalent required
- Strong mechanical aptitude required
- 1-3 years of customer interfacing experience preferred
- Experience with hydraulic and electrical schematics preferred
- 3-5 years' experience within the construction industry and/or equivalent preferred
- Spoken and written fluency in both English and Spanish preferred

Working Conditions

- Frequently remain in a stationary position such as sitting or standing for prolonged periods of time
- Occasionally lift up to 50 pounds while following appropriate safety procedures
- Occasionally stoop, kneel, crouch, crawl and climb
- Ability to work in different environmental working conditions (e.g. heat, cold, wind, rain)
- Extensive travel – including international travel
- Valid driver's license and passport or ability to obtain such required
- Ability to work extended hours as business needs dictate
- Attend seminars and other training classes as necessary
- Travel to sales meetings or trade shows as requested
- Provide rotational 24x7 continuous customer coverage through phone and pager systems
- Ability to purchase frequent reimbursable business expenses required

Job Description Acknowledgement: I have received, reviewed and discussed any questions I may have had about this job description prior to signing this form.

Printed Name: _____



Signature: _____

Date: _____