

Job Title	Field Service and Test Manager	Date	8/8/2024
Department	Engineering	Manages Employees	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reports To	Director of Engineering	FLSA Status (to be completed by HR)	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Revision	A		
Summary (Main Purpose)			
Responsible for managing Field Service and Test staff performance, safety, training, work schedules, resource assignments and documentation for planned and emergent customer and project needs. Ensure staff are supported for performing in-house and field testing, inspection, installation, commissioning and training of products and equipment.			
Job Duties and Responsibilities (Essential Functions)			
<ul style="list-style-type: none"> Effectively lead, manage, and mentor the Field Service and Test staff with an emphasis on employee growth, project success, and overall performance. Set clear goals and objectives, assess progress, and instill a performance-oriented culture with a focus on accountability. Deploy a strategy that builds, retains, and engages all employees through inclusion and teamwork. Coordinate with various technical disciplines within the organization to collaborate, optimize, and improve work and staff. Assist all levels of Management in articulating capabilities and capacity in support of project and customer service objectives. Identify, mentor, and coach the development of inexperienced staff and elevate the overall safety, technical and professional expertise of the team. Provide engineering and manufacturing with suggestions for process and product improvements related to technology, operating experiences, ease of installation and commissioning by providing drawing and document redline updates. Ensure and document that staff are current with relevant safety training, technical certifications and industry qualifications. Establish system testing requirements and plans and assist in equipment inspections and startup and troubleshooting of low and medium voltage switchgear, ATS's, circuit breakers, protective relays, and control systems. Collaborate with assistant project managers, engineers, and technicians to meet project deliverables, contract requirements, schedule and budget expectations. Review technical vendor submittals for installation and commissioning requirements. Ensure compliance with all safety and quality requirements. Assist with estimating project costs to sales. Support compliance of Quality Assurance requirements according to ISO 9001:2015, customer, national, and international standards. Support the development and maintenance of project schedules and manpower requirements. Create and maintain department documentation such as work instructions, guides, and new employee onboarding plans. Manage 24/7 technical support for field startups, warranty claims and maintenance contracts. 			

- Oversee troubleshooting and assistance in the configuration of control systems utilizing PLC/HMI control platforms.
- Develops and maintains effective working relationships with manufacturers and vendor representatives.
- Resolve customer disputes and inquiries promptly to ensure equitable resolutions to maximize customer satisfaction.
- Projects a positive, professional image of the company in all communications with customers, vendors, and suppliers.
- Oversee the development and implementation of training plans and documentation for client applications.
- Create and maintain equipment calibration logs and oversee equipment asset management.
- This role is typically in the office, with occasional travel up to 15%.

Required Skills and Experience (*Minimum requirements in terms of educational background, work experience, licenses/certifications or other knowledge, skills, and abilities*).

- 5+ years of experience in a Field Service role/Electrical equipment testing. 2+ years of staff management experience preferred.
- Experience with programming PLCs and HMIs.
- Proven experience working with diverse customers, troubleshooting, emergent support.
- Understanding of 3-phase power systems is preferred. Power distribution, AC/DC, Voltage Circuit Theory, and practical troubleshooting skills.
- Training in electrical theory and technologies. Understanding of low voltage and/or medium voltage electrical equipment is preferred.
- Diesel Power generation related controls and experience, including parallel systems.
- Strong background in electrical power including low voltage and medium voltage and experience with most types of switchgear testing.
- Reading schematics and blueprints for power control, automation, and customer technical support.
- Superior problem solving, project management and analytical skills.
- Working knowledge of Microsoft Office products, including Outlook, Excel, Word, PowerPoint.

Additional Skills and Experience (*Preferred or helpful*)

- This position requires the ability to sit, and bend or stand for extended periods of time.
- Ability to operate testing equipment safely and effectively.
- Must have the ability to work flexible hours, weekends, holidays, and night work; this includes out-of-town.
- Must carry a mobile phone and be available to take customer calls.
- Must possess and maintain a valid Driver's license in good standing.
- Must possess and maintain a valid United States Passport for international travel.
- Must be self-motivated, have good interpersonal skills, capable of analyzing and solving complex problems through innovative thought and experience.
- Demonstrated effective supervisory and leadership skills.

This description covers the primary purpose and principal duties of the job. It is not designed to be a complete list of all the duties and responsibilities required of this position. Duties, responsibilities, and activities may change at any time with or without notice.

Demands and Conditions Analysis: Field Service and Test Manager

Working Conditions

The essential functions of this job involve the following working conditions.

(Place an "x" in the appropriate box.)

- C = Continuously** 75%-100% of time
- F = Frequently** 50%-74% of time
- O = Occasionally** 10%-49% of time
- R = Rarely** 1%-9% of time
- N = Never** 0% of time

	C	F	O	R	N		C	F	O	R	N
Environmental						Physical Factors					
Works alone			X			Sitting			X		
Works with others			X			Standing			X		
Customer contact		X				Walking		X			
Shift Work			X			Bending/stooping		X			
Extended Day			X			Squatting/Kneeling	X	X			
Keeping work pace/deadlines	X					Crouching/Crawling			X		
Performing repetitive tasks	X					Twisting at waist		X			
Noise (decibels) 91				X		Reaching above shoulders			X		
Vibration			X			Reaching below knees				X	
Abrupt temperature changes					X	Lift/carry up to 40 lbs.		X			
Heat (above 85 F)			X			Push/pull to 100 (force)			X		
Cold (below 65 F)				X		Climbing ladders			X		
Wetness				X		Climbing stairs				X	
Dampness				X		Sweeping/mopping				X	
Dryness			X			Operating foot controls					X
Odors & dusts			X			Manual Tasks					
Work with solvents					X	Grasping with one hand	X				
Work acids, bases					X	Grasping with both hands	X				
Work with oils					X	Manipulating with one hand	X				
Work with toxins					X	Manipulating with two hands		X			
Poor ventilation					X	Handwritten communication			X		
Fumes					X	Using keyboard			X		
Mechanical hazards			X			Using hand tools	X				
Electrical hazards		X				Twisting/wringing			X		
Sensory Tasks						Scrubbing/washing/polishing				X	
Seeing close (reading)	X					Scraping				X	
Seeing far (observation)			X			Equipment Operation					
Peripheral vision			X			Driving car / light truck		X			
Seeing colors			X			Driving heavy truck / van					X
Verbal communication	X					Operating forklifts, stackers					X
Hearing speech		X				Operating hoist equipment			X		
Hearing mechanical sounds			X			Operating shop machinery			X		
Sensing odors				X		Operating power tools	X				
Sensing by touch			X			Operating torch					X