



Field Service Technician

Location: Reisterstown, Maryland

Employment Type: Full time

Circuit Technology Training, Inc., an industry leader in training related to electronics manufacturing, is seeking an experienced and highly motivated individual to join our team.

Job Description

Works on problems of moderate scope where analysis of situation or data review of identifiable factors is required. Exercises judgement within defined procedures and practices, to determine appropriate actions. Responsible for performing on-site installation, servicing and repair of complex manufacturing equipment and systems.

Essential Job Duties and Responsibilities

- Checks out and approves operational quality of system equipment.
- Remotely troubleshoot and diagnose machine malfunctions
- Communicates and resolves issues to ensure successful sign off with customer is reached.
- Instructs customers in the operation and maintenance of the system.
- Provide exceptional customer service to new and existing customers.
- Position requires 75% travel.
- Serves as company liaison with customer on administrative and technical matters for assigned projects.
- Other duties as assigned.

Education and Experience Requirements

- Bachelor's degree in engineering or other technical field; OR technical schooling and 6 years of equivalent experience in lieu of degree required.
- Previous field service experience in SMT manufacturing equipment (e.g. X-Ray, pick and place, AOI)

Skills and Abilities

- Excellent communication skills and the ability to serve and train customers effectively.
- Experience successfully servicing electronic equipment strongly preferred.
- Basic electro-mechanical troubleshooting skills preferred.
- Proficient in Microsoft Office Suite, including Outlook, Word, and Excel.
- Ability to travel is required.

Compensation

Hourly range for this position is industry-competitive, and negotiable based on experience.

Working Conditions and Physical Demands

Manufacturing and Office Environment: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.