

Job Title: Field Service Engineer
Department: Service
Reports To: Service Supervisor
FLSA Status: Non-Exempt

SUMMARY: Overnight Travel Required. Respond to customer needs resolving machine and customer issues with ability to analyze machine/user malfunctions to assure machine operation in accordance to product specifications. Keeping customer informed as to scheduled date and time of any on site visits. Perform duties of position in accordance with Mazak Optonics Corporation safety policy.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Ability to analyze machine/user malfunctions and resolve in professional manner.
- Diagnose machine properly in a timely manner, develop plan to address issue(s); identifying root cause, implementing solution in timely manner.
- Perform proper installation processes resulting in sign-off acceptance.
- Perform standard maintenance per specifications
- Perform phone support as needed for internal and external customers
- Utilize industry acceptable procedures and processes
- Ensure machine is operating in accordance with factory specifications.
- Report any safety violations to Mazak Optonics Safety Officer
- Requires the ability to travel, 100% of time.
- Must have a valid passport.

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Valid Drivers License.
- Valid Passport.

LANGUAGE SKILLS:

- Ability to read, analyzes, and interpret general business periodicals, professional journals, technical procedures.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers and employees.

MATHEMATICAL SKILLS:

- Ability to perform basic mathematical functions and fundamentals of geometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is required to stand, kneel, squat, bend, climb, walk; use hands to finger, handle, or feel; reach with hands and arms; and talk; or hear. The employee must have range of motion in order to operate hand tools, e.g., ratchet, wrench, screwdriver. The employee must occasionally lift and/or move up to fifty (50) pounds. Specific vision

abilities required by this job include close vision, distance vision and ability to adjust focus.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Factory-type settings. The noise level in the work environment may be noisy with extreme temperature changes as customer facilities may not be air conditioned.

EDUCATION:

- A minimum of Technical Associates Degree in electronics, laser or electro/optical disciplines.
- Computer skills; functional knowledge of basic e-mail, Microsoft windows, Microsoft Office programs.

EXPERIENCE:

- Worked closely with NC machines in either an Applications/Service or operational role. Able to read and comprehend technical information as presented in various manuals or electronic media. Understand blueprint representations and apply provided information to task at hand. Understand and use I/O structure for trouble shooting purposes. Ability to effectively use electric/electronic test/measurement equipment to measure machine performance and/or resolve problems. Ability to address and resolve unfulfilled expectations in a professional manner to get desired results.