

JOB DESCRIPTION

JOB CODE:

DIVISION: Corrugating Machinery Division

TITLE: FIELD SERVICE ENGINEER II

REPORTS TO: MANAGER, CUSTOMER SERVICE

ESSENTIAL FUNCTIONS:

- Work from prints, specifications and manuals, works orders and training guides;
- Travel to customer sites to oversee the setup and installation of new corrugating and/or box making machines. Work with riggers, millwrights, and other equipment to properly position machine in place;
- Install electrical and hydraulic connections as required. Perform leveling and geometric checks and ensure proper alignment and operation of units;
- Train operators on machine functions and maintenance procedures. Observe operations to ensure that proper procedures are followed;
- Respond by telephone or electronically to requests for support from customers and travel to customer sites to respond to problems with machine operations. Observe machine operation, check for operator error, and mechanical, hydraulic and electrical malfunctions. Disassemble machine, diagnose problems, and determine extent of repairs required;
- Make required adjustments, order and replace parts as required. Set and align units and check for proper operation following repair;
- Provide instructions to contractors as necessary;
- Make travel arrangements for assigned trips to customer sites including flight, lodging and rental car reservations in accordance with established company policy. Prepare and submit documentation for invoicing and expenses in prescribed format in accordance with established policy and practices.
- Perform or assist with operations, as required to maintain workflow and to meet schedules and quality requirements. Notify supervision of unusual equipment or operating problems and the need for additional materials and supplies;
- Maintain safe work area and comply with safety procedures and equipment operating rules keeping work area clean and in an orderly condition;
- Participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements and policies;
- Perform other related duties as assigned by management.

MINIMUM QUALIFICATIONS:

- Typically 5 years of relevant experience
- Demonstrated proficiency and ability to work independently

WORKING CONDITIONS:

- High volume business travel nationwide with little to no advance notice
- High volume weekend work activity

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SUMMARY:

- **Working Hours:** Work will be performed at the request of customer, anytime including day or night hours.
- **Field Work:** Perform troubleshooting and repairs for MHIA Corrugating equipment and machinery.
- **Customer Service:** Offer assistance with various machinery problems over the telephone.
- **Supervisory Duties:** Advise customers when installing new or used MHIA equipment and help with any and all modifications on MHI equipment while maintaining accurate records of all work performed.

- **Training:** Provide maintenance and operator training when requested by customer for corrugation crews.
- **Perform** such other duties as required by the Company from time to time by the Field Service Manager, Engineering Manager and/or the Company
- Maintain the highest degree of honesty and integrity at all times.