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**Job Description**

**Job Title:** Service Engineer

**Department:** Operations

**Reports To:** President

**FLSA Status:** Full-time Non-exempt

**Prepared Date:** June 10, 2019

**SCOPE:**

Point Five is an energetic packaging solutions supplier to the fresh and processed food industry as well as other peripheral industries that can utilize similar technology, packaging materials and services. Point Five manufactures Modified Atmosphere Packaging tray and cup seal systems and also distributes 3rd party machinery under OEM or private label. These machines are often integrated with other food processing components such as dosers, fillers and secondary packaging systems.

Working as a Service Engineer (SE) for Point Five, you will be responsible for exceeding expectations in response times, first time fixes and customer satisfaction services with an intensive travel requirement. You will also be expected to help develop new after-market opportunities and relationships with local OEM partners, distributors and end customers. The SE will maintain an exceptional appearance and attitude, show resilience and composure under pressure, as well as a focus on a continuous improvement on their technical ability, timely delivery of service and adherence to policies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

* Familiarize oneself with all Point Five machinery and new technology and participate and contribute to design improvements and betterments.
* Assist in the start-up and development of the Point Five Technical Service Department.
* Conduct final assurance procedure on all sold and demo machines at the Point Five production facilities and ensure they meet sales specifications prior to shipment.
* Participate in and conduct customer factory acceptance tests.
* Review and prepare customer user manuals, parts lists, and engineering documentation for accuracy and comprehension prior to machine shipment.
* Maintain parts inventory, requisitioning additional parts required to perform normal duties.
* Install, service, repair, and maintain Point Five machines and systems of various models, including third party brands sold and supplied by Point Five.
* Troubleshoot, identify root causes, and solve operational issues associated with Point Five machinery and third party machinery supplied by Point Five at customer locations.
* Train appropriate personnel in the field and in-house on proper setup, operation, maintenance and repair of Point Five equipment.
* Perform extensive mechanical and electrical modifications including PLC program modifications and servo drive reconfigurations asdirected by Point Five Engineering Groups.
* Submit written reports on machine and system installations, warranty repairs, overall performance levels, problems, and product improvement or enhancement opportunities to Point Five personnel on a timely basis. Submit clear and measurable statements on machine performance, and clear punch lists of open issues.
* Communicate daily with office to ensure that the Operations Coordinator and Point Five Management is aware of delays, expected completion of job, and other problems or issues that arise. Escalate issues or concerns to Manager or others as necessary.
* Interface with Point Five sales group and other internal Point Five personnel in a professional and productive manner.
* At all times represent Point Five with highest levels of professionalism and integrity while interfacing with customers, distributors, and suppliers.
* Build strong customer relationships to help achieve the highest levels of customer satisfaction.
* Treat each customer interaction as an opportunity to promote and sell Point Five After Market parts, retrofits, and services. Generate additional Point Five revenue through sales of After Market goods and services.
* Submit accurate and timely expense and time reports. All time and expense reports must be submitted no later than seven days past the end of the week currently being reported, or the end of the month, whichever comes first. Expenses submitted more than thirty days past the receipt date will not be reimbursed.
* Travel extensively and efficiently both domestically and internationally as required. Periodically perform technical support, final assurance, or other assigned duties at Point Five’s facility.
* Exercise safe working practices and procedures at all times.
* Other duties may be assigned.

***Responsible for maintaining your own set of tools. Computer and cell phone resources will be supplied by Point Five but it will be the responsibility of the Field Service Technician to take care of the equipment and to maintain it in good working order.***

**REQUIREMENTS**

Position requires extensive travel, including some weekends, and possible after hours phone support. Position requires periodic assignments at Point Five’s or supplier’s facilities as required. Individual must be at least 21 years of age, with an excellent credit rating and driving record, a valid driver's license, a reliable vehicle and a U.S. passport.

**EDUCATION and/or EXPERIENCE**

* Minimum of high school diploma and ten years experience repairing and troubleshooting packaging equipment specifically in the food industry.
* AAS or BS in Mechtronics, EE, EET, EECS or Industrial Electronics is highly desired.
* Familiarity and experience with the food industry and all relative regulations such as USDA, FDA, HAACP, SQF and any other industry guidelines highly desired.
* Experience and ability to travel extensively throughout the week away from home.
* Possess component level troubleshooting experience
* Experience must include extensive Allen-Bradley PLC, servo, and HMI programming.
* General knowledge of electrical circuits required - experience with plc integration a plus.
* Computer literate and capable of using MS Office suite and terminal emulation software; capable of learning additional proprietary software programs. Understands networking/Ethernet communication.
* Military experience is desirable.

**SKILLS**

* Solid knowledge of mechanical, electrical, and pneumatic components and their interaction.
* Ability to competently disassemble and reassemble complex mechanisms
* Ability to effectively communicate with customers and internal staff both written and oral.
* Ability to read, comprehend and interpret complex technical information involving mechanics and electronics. Must be able to interpret schematic and electrical diagrams.
* Allen-Bradley Compact Logix programming capabilities are highly desired.
* Allen Bradley PanelView HMI programming capabilities are a strong advantage.
* Familiarity with servo systems, particularly Allen-Bradley, is a strong advantage.
* Ability to go online with PLC’s, troubleshoot issues, as well as download and upload programs
* Ability to make minor modifications and edits on PLC programs such as, add rung on PLC: add timer, open and close contacts, move and add instructions.
* Understand Variable Frequency Drives (VFD’s) and set up parameters.
* Solid understanding of how servo drives work, particularly Allen-Bradley
* Possess soldering techniques and experience with circuit boards and electronic components.
* Familiarity and the ability to work with 3D AutoCAD is desirable.
* Ability to define problems, establish facts, and draws valid conclusions.
* Ability to manage a dynamic service schedule in a manner that results in timely service Point Five’s customers.
* Ability to read, write and verbally communicate clearly and timely in English
* Familiarity with food industry guidelines and regulations
* Spanish fluency is a plus.

**ATTRIBUTES**

Individual must be self-motivated, professional, energetic, resilient, pro-active and self-disciplined in a pressured and intensive work environment. Ability to learn quickly, work independently, and have a positive attitude is essential. Solid work history and attendance record required. Must be dependable, punctual, and be able to meet prearranged schedules.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is often exposed to long periods in refrigerated environments of 40 degrees F or less, which are common in the food industry. In addition the employee will occasionally be required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl, carry and drive. Regularly required to use hands to finder, handle, or feel and talk or hear. The employee must occasionally lift and/or move up to 100 pounds.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, fumes or airborne particles, moderate cold and moderate heat with usually moderate noise levels.

Reviewed: Employee’s Name Date

Supervisor’s Name Date