

Field Service Engineer – Absolute Haitian

Position Overview

This position is responsible for direct Absolute HAITIAN Corporation machine start-up, repair service, and/or technical assistance at the customer's facility or technical center to ensure customer satisfaction.

Essential Functions

- Troubleshoot electrical, hydraulic and mechanical problems of new and used injection molding machinery
- Start up, provide molding assistance, and give hands on operator and maintenance training for new injection molding machines
- Act as company representative in direct handling and follow-up of customer issues to ensure machine problems are resolved quickly and effectively
- Keep customers and management informed of installation and service activities.
- Generate clear, concise, accurate and complete field service reports, expense reports with timely return of those reports to the home office on a timely basis
- Maintain installation log for machine builds 1000 ton or larger
- Filling out warranty parts requests
- Follow safety guidelines in all installation and service activities
- Position works from home, with frequent travel to customer locations in the US and Canada, up to 100%

Required Experience and Education

- Associate's degree in Engineering (mechanical, industrial or electrical) or have equivalent in work experience
- Possess a working knowledge of process parameters of injection molding to properly assess whether a problem is mold, materials, or machine related.
- Ability to read, and interpret electrical, mechanical, and hydraulic drawings.
- Ability to use hand tools and various hydraulic, mechanical and electrical test equipment.
- Must be fully computer literate with experience in Windows Applications
- Must have five (5) or more years of field service experience or equivalent experience in the area of troubleshooting and repair of injection molding machines.
- Must possess and maintain a serviceable vehicle for transportation to and from the work site or other location.
- OSHA 10 or 30 certified is preferred

Competencies

- Resilience in the face of challenging circumstances
- Analytical, problem solving and organizational skills
- Ability to manage competing priorities
- Customer service focus
- Proactively contribute to creating a good team atmosphere
- Take ownership for individual and team success
- Resilience, flexibility, optimism and open to change
- Self-motivated/self-directed
- Strong planning skills with the ability to handle multiple projects through to completion

Classification

This is a full-time exempt position

Working Conditions

Working conditions are normal for a warehouse or industrial environment. Some tasks performed in an office environment.

Physical Requirements

- Lift 50 pounds safely
- Push / Pull 150 pounds
- Standing for extended periods of time
- Ability to safely climb a ladder
- Ability to kneel for 5-minute intervals
- Ability to torque (tighten and loosen) screws, bolts, and nuts repetitively

Submit job application here:

<https://www.absolutehaitian.com/your-career>

or

hr@absolutehaitian.com