



**JOB DESCRIPTION**

Job Title	Department Name	Location/ office	Date Updated
Mechanical / Controls Field Service Engineer – Rochester, NY	Service Department		2/25/2011
<b>This position reports to:</b>			

<b>PART A: Major Function</b> Describe the overall purpose and end results of this position.
<p>Primary Qualifications / Experience --- Position requires in depth Mechanical and Controls hands-on in the field experience, specific to the Machine Tool/Automation Business. The Mechanical/Controls Field Service Engineer position requires high analytical debug skills to resolve both Mechanical &amp; Controls related issues. Previous experience as a Fabrication Toolmaker/Machinist, Assembly Machine Builder, plus capable of basic in field wiring, plumbing and the ability to navigate through HMI / Panel View Screens to alter programs.</p> <p>Residency – Rochester, NY --- Respond to Calvary Customer requests for Service and/or Warranty at Customer sites immediately and always with a sense of urgency to meet their needs. Mechanical / Controls Field Service Engineer is required to produce/generate paid service sales to self support plus enhance the sales revenue of the overall Calvary Service department. Service department business plan will identify the amount of sales revenue required.</p> <p>Responsible for gathering information/data regarding concerns or problem issues, communicate back to Calvary Service Manager, and then resolving the problem on own skills/experience, or by using the necessary guidance/assistance of Calvary personnel. Position is also responsible for providing written documentation via e-mails, service reports regarding events. Promote Calvary Automation overall capabilities. Keep Calvary name in front of our Customers. Responsible for responding to Calvary Automation Customers needs at various sites globally. Requests for travel may include US or International sites 20 – 40 weeks per year.</p>

<b>% Time Spent</b> <b>Total = 100%</b>	<b>PART B: Specific Duties</b> <b>In order of priority, list the essential duties and responsibilities of this position, the percentage of time spent on each, and key performance measures.</b>
50	Paid Service – Provide support to our Customers related to both Mechanical & Controls issues. Provide simple mechanical design drawings/sketches for fabrication and/or re-write programs changes per specific customer requests such as programs which may require adding or subtracting part models to a machine, changes to HMI screens, sequence changes, etc .....
15	Warranty – Quick Response to Emergency Customer Warranty related issues- Debug, Analyze, Identify, Resolve. Action towards all warranty related issues need to have prior approval from the Calvary PM and/or Service Manager
15	On Customer Site Support/Assistance – Support requested through Calvary home base in New York such as our PM or Engineer. Gather info and/or assist with evaluate/diagnose, by phone or e-mail to Calvary staff. This is often a non billable general Customer support need that may fall somewhere between warranty and required for maintaining good Customer relationship.
10	Sales Calls/Visits – Cultivate existing Customer relationships with regular visits. Initiate new Customer relationships by investigating new potential customers and visits. Promote Calvary Automation overall capabilities. Keep Calvary name in front of our Customers
5	Quotes - Provide paid service related quotes for program upgrades/changes to our customers in a professional format – using Calvary existing quote numbering system
5	Installations / Production Start-up Support - Assist Calvary Engineers with Install, train, and startup machines at customer’s site.

**List Additional Duties/Responsibilities:**

- Debug, Assembly, Analyze, Identify, Resolve and track machine problems. High Level Fabrication machining background
- Develop good customer relationships. Portray and maintain an upstanding representation of Calvary with each customer and supplier. Exhibit excellent customer communication skills. Act with professionalism, courtesy, sense of urgency.
- Evaluate and help diagnose, by phone or e-mail to Calvary staff, machine problems that you cannot resolve on your own.
- Maintain customer satisfaction. Be responsive to the customers’ needs, especially when addressing critical production or machine uptime. Always report arrival & departure times to customer in charge.
- Capable of providing paid service related quotes for program upgrades/changes to our customers in a professional format – using Calvary existing quote numbering system
- Create / Write Programs or changes per specific customer requests such as programs which may require adding or subtracting part models to a machine, changes to HMI screens, sequence changes, etc .....
- Keep the customer history file on the Calvary server updated (weekly at min.)
- Coordinate all your own travel needs and remain cost conscientious when scheduling airfare, hotel and car.
- Help promote the sale of maintenance contracts such as “The Calvary Service Plus Program.”
- Help promote the sale of recommended Spare Parts.
- Help resolve product performance complaints with the Calvary Service manager, Engineering and Manufacturing.
- All paid work & travel hours must be authorized by Calvary Service Manager prior to work being performed.
- A complete and Signed Calvary Service report is required with EVERY visit showing travel & worked hours
- Assist Calvary Build Leaders or Engineers
  - Installations
  - Machine acceptance

- Work assignments in the field or at Calvary’s main plant in Rochester, NY as directed by your manager.
- When on customer site – gather info and forward to Calvary Service Manager
  - Machine fault log data
  - Maintenance data - repairs, parts replacement

<b>PART C: Management Ability/ Skills</b> Describe the overall management skills necessary to be successful	
Management of own time	
Ability to Quote & Secure own work	
<b>List the Titles of This Position’s Direct Reports:</b>	
<b>Total Direct Reports</b>	

***Knowledge, Skills and Experience Focus On What A Candidate Knows.***

<b>PART C- I: Qualifications</b> Education /License/ Certification required for this position	
Toolmaker, Machine Builder, Machinist	
Bachelor of Science degree in Electrical Engineering, Computer Engineering, Electrical Engineering Technology, or Electro-Mechanical Engineering Technology.	

<b>PART C – II: Qualifications</b> Experience required for this position	
Fabrication of Details, Assembly, High Level of Mechanical Debug Skill, Experience	
Experience applying PLC-based programming languages to control and monitor industrial machinery and/or industrial processes.	
Experience integrating industrial devices.	
Experience selecting and designing hardware to control and monitor industrial machinery and/or industrial processes.	

<b>PART C – III: Qualifications</b> Skills & Knowledge required for this position:	
Mechanical Assembly, Experience dealing with Mechanical suppliers and components	
Allen-Bradley RSLogix5000, FactoryTalk View Studio, FactoryTalk Transaction Manager Siemens Step7, WinCC Flex, Telemecanique Unity, Concept, PL7	
Epson, Fanuc, ABB, Denso, Intelligent Actuator or other robotic programming languages	
Cognex Insight, VisionPro, or other industrial vision programming	
<b>Computer / Technical Skills:</b>	
	Excel, Word, Access
	AutoCad

<b>PART D – I: ACTION - ORIENTED COMPETENCIES</b> Competencies focus on how they utilize Skills & Knowledge <i>List the top 3-5 competencies that are associated with performing at a superior level.</i>	
Self-motivated	
Hands-on	
Leadership	
Results driven	

**PART D – II: INTERPERSONAL COMPETENCIES**

**Competencies focus on how they utilize Skills & Knowledge**

*List the top 3-5 competencies that are associated with performing at a superior level.*

Building customer relationships

Ethical behavior

Strong written and oral communication skills

Ability to work as leader or part of a team

**PART D –III: INTELLECTUAL COMPETENCIES**

**Competencies focus on how they utilize Skills & Knowledge**

*List the top 3-5 competencies that are associated with performing at a superior level.*

Critical thinking

Problem diagnosis

Creativity

**SOCIAL SKILLS**

**The capability of an individual to work effectively with others while driving business goals and objectives is called social skills or emotional intelligence. There are four main fundamental characteristics of social skills.**

*For this specific job list the level of social skill required to be successful.*

H - High  
M - Medium  
L - Low

**SOCIAL INTELLIGENCE:** understanding methods of influencing perceptions and behaviors of others

H

**SELF - CONTROL:** being able to control our emotions and actions especially under stress.

H

**SELF- AWARENESS:** Monitoring how our actions affect the behavior of others

H

**SENSITIVITY TO OTHERS:** showing concern toward the needs and feelings of others

M

**ADA Requirements:** To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the Job.

**Use these codes to complete this section: “F” for frequently; “O” for occasionally; “N” for never.**

<b>PHYSICAL</b>	<b>MENTAL</b>	<b>ENVIRONMENTAL</b>
On the job the employee must:	On the job the employee must be able to:	On the job the employee:
Bend [O]                      Sit [F] Squat [O]                    Stand [F] Crawl [N]                    Walk [F] Climb [O]                    Push/Pull [O] Kneel [O] Handle objects (manual dexterity) [O] Reach above shoulder level [O] Use fine finger movements [O] Other: [     ]	Read/Comprehend [F] Write [F] Perform calculations [F] Communicate orally [F] Reason and analyze [F] Other:                            [     ]	Is exposed to excessive noise [O] Is around moving machinery [F] Is exposed to marked changes in temperature and/or humidity [F] Is exposed to dust, fumes, gases, radiation, microwave (circle) [O] Drives motorized equipment [N] Works in confined quarters [O] Other: [     ]
Must carry/lift loads of: Light (up to 25 lbs.) [O] Moderate (25-50 lbs.) [O] Heavy (over 50 lbs.) [N]		