



WEBCO HR, Inc.

Let Experience be Your Guide

FIELD SERVICE ENGINEER – GREENSBORO, NORTH CAROLINA

WEBCO HR, Inc. is seeking a Field Service Engineer for one of your clients located in Greensboro, North Carolina.

SUMMARY:

The Field Service Engineer is a key player in delivering outstanding technical support to valued customers. Focused on diagnosing and resolving hardware and software issues, the Field Service Engineer ensures peak performance of products through meticulous on-site maintenance, repair and collaborative problem-solving. This role demands not only a strong technical background but also excellent time management skills for efficient service delivery. Additionally, the position involves adept administration to maintain accurate service records and documentation

RESPONSIBILITIES:

Technical Support:

- Machine Installation until full acceptance of the production line with support of HQ
- Support ramp-up production and train operators.
- Keep Technical Support and the team updated on current customer interventions.
- Maintain effective part management, including handling Part Returns.

Customer Experience:

- Proactively communicate with customers regarding service issues and promptly address their concerns.
- Collaborate closely with customers to understand their technical needs and challenges.
- Ensure punctuality and leave the site in a better condition than upon arrival.

Administration:

- Provide detailed activity logs on troubleshooting resolutions.
- Ensure timecards are accurate and entered daily.
- Follow training and self-development growth goals towards an Expert Print Consultant and trainer for Basic Operator and Maintenance.
- Continued self-based training.
- Complete all necessary Litmos classes before due dates.
- Participate in training programs in various locations, including HQ in Belgium to enhance technical skills.

Expenses:

- Book travel as early as possible to secure the best rates for flights, hotels, and car rentals.
- Ensure all expenses are submitted the following Monday of travel.

Additional Responsibilities:

- All other duties as assigned by management.

REQUIREMENTS:

- High School diploma or GED required; associate or bachelor's degree preferred and/or equivalent experience.
- Prior experience in break/fix, electrical/mechanical repair preferred.
- Mainly supporting 1 site in Greensboro, but ability to travel both domestically and internationally, by car and plane.
- Valid Driver's License required.
- Excellent judgment, discretion, and problem-solving skills.
- Customer service-oriented with the ability to remain calm and professional in stressful situations.
- Detail-oriented with the ability to work effectively under pressure while meeting deadlines.
- Proficient in Internet software, E-mail, Microsoft Excel, and Word.
- Knowledge of the Industrial inkjet technology and pre-press is a plus.
- Ability to lift and/or move various weights, including up to 50 pounds.
- Willingness and availability to work occasionally various hours, including weekends.
- Ability to work independently without direct supervision.
- Need to be both physically fit for long distances and working with large machinery, and agile for navigating tight spaces

COMPENSATION:

- \$65,000 to \$75,000 annually.
- Full Benefits.

THE COMPANY:

Our client is a global leader in the production of print consumables for the print and packaging industries, They are dedicated to surpassing the needs of printers and converters worldwide. Their teams focus on sustainable innovations and enhancing a circular economy in packaging.

WEBCO HR, Inc.
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WEBCO HR, Inc. is an Equal Opportunity Employer

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