



## POSITION DESCRIPTION

<b>Job Title</b>	Field Service Technician II	<b>Reports To</b>	Service Manager
<b>Department</b>	Service	<b>Location</b>	Gurnee, IL

## GENERAL SUMMARY

The Field Service Technician II position provides field and inside support activities which include start up and in-service training, corrective and preventative maintenance, troubleshooting, repair, and warranty evaluations. The Service Technician is required to provide quality, service, and support of all Ohio Medical source air and vacuum equipment, medical gas pipeline equipment, components, assemblies, and sub-assemblies. Follow company's ISO, FDA, and budgetary guidelines with minimizing customer down time.

## KEY RESPONSIBILITIES *(Include but not limited to)*

- Receives On-The-Job Training from FST III to perform start up and in-service training on complex air and vacuum systems, and medical gas pipeline equipment. Perform field service preventative maintenance, perform component replacement, field service corrective maintenance, and to trouble shoot, repair in-house and field service warranty evaluations on Ohio Medical source air and vacuum equipment, and medical gas pipeline equipment
- Follow all appropriate "Standard Operating Procedures" & "Work Instructions"
- Assist in investigations / evaluations and provide recommendations as needed in support of company quality policies and procedures
- Provides support for inside after-market sales activities
- Work on 75% pipeline products and various Systems along with other manufactured systems

## REQUIREMENTS FOR THIS POSITION

### I. Professional Experience

- 3-5 years electrical/mechanical experience required
- Customer / Field Service experience preferred
- Mechanical, basic electrical troubleshooting and repair aptitude of PLC controls
- Pneumatic experience preferred
- Positive customer relations skills
- Read and understand mechanical drawings, electrical schematics, product manuals
- Able to perform work assignments with little to no supervision
- Must possess and maintain a valid driver's license and acceptable driving record



## II. Education

- High School Diploma or equivalent required
- Associates Degree / Technical Certificate preferred
- Work to obtain ASSE Med Gas 6040 Certification. Ohio Medical to sponsor

## III. Language

- English

## IV. Travel (estimated % of time)

- Domestic approximately 40%
- Limited overnight travel up to several days for field assignments. Occasionally short notice is given

This job description in no way states or implies that these are the only duties to be performed by this employee. The incumbent is expected to perform other duties necessary for the effective operation of the department or unit. This job description may be changed at any time.

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