

# FRONTMATEC



## Field Service Technician

*88% of hogs in the US and Canada are processed through Frontmatec equipment – come join the team and help feed the world!*

### Job Summary

Frontmatec is currently looking to hire a Field Service Technician (Remote).

The incumbent will be an Ambassador of Frontmatec at all times, while providing technical service expertise to internal and external customers. The Field Service Technician will diagnose, troubleshoot, repair, and maintain PLC controlled equipment, conveyor systems, and mechanical machines in a food-processing environment.

### Key Responsibilities:

- Provide emergency/unscheduled and scheduled maintenance repairs of equipment at customer facilities.
- Assist installation & commissioning of new equipment as well as upgrades on existing installations.
- Read and interpret equipment manuals in order to perform required maintenance and service.
- Execute service and maintenance orders/jobs in a timely and efficient manner.
- Provide accurate and sufficiently detailed data in comprehensive reports after completion of installation and/or service jobs – based on Group After Sales standard templates.
- Comply with all company and client health and safety programs.

- Participate actively in the development of customer relations.
- Effectively communicate with customers, sales teams and partners to ensure that customer's needs and demands are understood and met.
- Provide feedback to Group After Sales of customer needs and demands to secure global implementation.
- Complete weekly expenses and hours report.
- Support and work with the company's Engineering department on the development of new products.
- Support and work with the company's Engineering, Production, and QA departments in order to secure the product quality.
- When needed – participate in the development of the company's training programs.
- Self managed, responsible for booking travel and accommodations.

### Education & Experience:

- High School Diploma or GED equivalent. 3 years' experience in equipment and maintenance operations or equivalent experience and technical school.
- Knowledge or experience in the meat/food industry is an advantage.
- Experience traveling for work is an advantage

### Required Knowledge, Skills & Abilities:

- Knowledge of skills related to mechanical, electrical, PLCs, hydraulics, pneumatics.

# FRONTMATEC



- Ability to read blueprints and electrical schematics, Structured work method, Customer Focused.
- High level of professionalism and integrity.
- Ability to function independently.
- Composure, Team Player, Problem Solving, Strong written and verbal communication skills.
- Computer skills in Microsoft Word, Outlook, and Excel.
- Fluent English is required (other language skills is an advantage).
- Valid Driver's License.
- Currently, possess or have the ability to obtain a passport.
- Knowledge of Electro-Mechanical is a plus.

## LEVELS:

- Service technicians will be classified into three distinct levels that reflect skills and knowledge:  
**Level 1 (Beginner)** – Technician in training, little to no independent work. Basic knowledge of products/machines, ability to solve simple service and maintenance tasks, read and understand technical drawings.  
**Level 2 (Intermediate)** – Technician can work independently on one or more machines and can manage more complex tasks. Trained on the product/machine with some built up experience, ability to solve problems (with backup if needed), participates in 1-2 inspections and install jobs under guidance.  
**Level 3 (Senior)** – Technician has mastered one or more machines electrical, mechanical, and PLC programming. Ability to carry out tasks first time, without assistance, expertise in the product/machine, conduct installations and startups without assistance and provide support to other levels.

*Advancement to each level is subject to management approval.*

## WORKING CONDITIONS:

- Extensive domestic and international travel required (approximately 70-90% of the time).
- Shut-down hours (i.e., third shift, weekends, holidays) are very common, with the potential of multiple weekends per month with opportunity for overtime.
- Customer slaughterhouse environment.
- Global cooperation – one team – “Unified Global After Sales”.

## What we offer:

- Medical, Dental, Vision, STD/LTD Company contribution towards your benefits of \$1,150.00 per month for full-time employees and Flex Spending Account (FSA)
- 401(k) Options
- Peerfit – Gym membership program
- Vacation Time Off, Sick Time Off, Personal Time Off, 8 Paid Company Holidays and Yearly increases
- Per Diem
- Mileage reimbursement

## EEO:

Frontmatec is an equal opportunity employer.

## How to submit your resume for inquiries:

Submit your resume to [us.job@frontmatec.com](mailto:us.job@frontmatec.com)