

Field Service Engineer - Bay Area

The primary function of the Field Service Engineer is to provide field service engineering and technical assistance to customers in areas of installation, startup, maintenance, repair, training and modification on power transmission, distribution and generation equipment and systems. Individual must be capable of self-managing assigned projects for electrical equipment, including working knowledge of electrical test and diagnostic equipment.

Equipment includes: transformers, oil circuit breakers, power circuit breakers, metal-clad and enclosed switchgear, protective relays, power cables, substation equipment, motor control centers, medium voltage control, excitation equipment, automatic transfer switches, rotating equipment and AC Drives.

Candidate must be able to deliver technical solutions to customers with a high degree of professionalism. Performs conventional, engineering assignments that may involve equipment or product design, testing of materials, preparation of specifications, process studies, or research investigations.

Strong communication and interpersonal skills are a must, with ability to be flexible to adjust to changing field conditions.

Willingness to provide emergency response after hours. Travel is required. Strong computer skills are preferred.

Job Purpose:

Serves customers by testing, installing and servicing electrical systems and products. In addition field engineers are responsible for planning, constructing, and maintaining equipment at customer field facilities.

Duties:

- * Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting field tests; resolving problems.
- * Establishes service by studying system requirements; ordering and gathering components and parts; completing installation; performing acceptance tests.
- * Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- * Practices commercial awareness by working with company salespeople to provide excellent customer service and increase the size and profitability of new and existing contracts.
- * Keeps personal equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- * Documents service and installation actions by completing forms, reports, logs, and records.
- * Maintains customer confidence by keeping service information confidential.
- * Achieves field engineering operational objectives by contributing field engineering information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining field engineering system improvements; implementing change.
- * Meets field engineering financial objectives by forecasting field engineering requirements; preparing construction and project budgets; scheduling expenditures; analyzing variances; initiating corrective actions.
- * Develops customer facilities project plans by scheduling projects; coordinating requirements; obtaining approvals; approving drawings, schematics, specifications, and work orders; hiring subcontractors when necessary.
- * Monitors remote projects by analyzing work loads; inspecting materials and technique; enforcing standards; resolving design and implementation issues.
- * Maintains customers plant facilities by scheduling and conducting inspections and preventive maintenance visits; repairing and upgrading facilities as contracts require.
- * Maintains records by developing and upgrading databases; auditing data input; filing reports and documents.
- * Represents the organization by presenting information at hearings; coordinating with governmental agencies.
- * Avoids legal challenges by understanding current and proposed legislation; enforcing regulations; recommending new procedures.
- * Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- * Accomplishes engineering and organization mission by completing related results as needed.

Skills/Qualifications:

Bachelor Degree in Mechanical or Electrical Engineering is required. 3-5 yrs. experience in a field service environment. Must have ability to work on VFD's start-up and troubleshooting. Candidate should also have experience servicing some or all of the following: transformers, switchgear, relays. Experience managing small to medium turnkey projects is a plus.

Planning, Staffing, Conceptual Skills, Problem Solving, Developing Budgets, Database Design, Legal Compliance, Presentation Skills, Professionalism, Self-Confidence, Safety Management, Electrical and Electronics Troubleshooting, Analyzing Information, Judgment, Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Results Driven, Supply Management, Informing Others