



## POSITION DESCRIPTION

**Title:** Service Technician/Technical Phone Support – Bilingual French and English  
**Reports To:** Technical Service Director  
**Reports:** This position currently has no direct reports  
**Incumbent:** This is a new position

### SCOPE:

Along with normal duties of being a field service technician for repairing, commissioning and training on Loma and Cintex equipment in the field, you will also provide technical phone support to customers, service staff and sales staff on Loma and Cintex equipment.

**ESSENTIAL DUTIES AND CORE RESPONSIBILITIES** include the following.

- Assist in achieving, and contribute to defining annually, aftermarket goal and objectives.
- Work under direction of the Technical Services Director.
- Travel to customer site and repair Metal Detector, Checkweigher or X-Ray inspection equipment.
- Provide technical phone support to customers, sales representatives, service technicians and OEM's on Loma's complete line of products.
- Work directly with the customer, sales staff and Technical Services Director to resolve current and outstanding issues pertaining to equipment performance, operation and application.
- Schedule field service calls for the regional technicians that are assigned to you; fill in for all the scheduling when needed.
- Act as technical representative in correspondence with the customer on product upgrades, system upgrades and software changes.
- Responsible for timely documenting of all phone support related activities.
- Understand, communicate and enforce Loma warranty and service policies.
- Maintain first time fix rate of 95% for assigned region as the service technician for that region.
- Verify that machines are operating at peak efficiency by proper calibration and testing.
- Install and test machines using test procedures, perform preventative maintenance and emergency service at customer sites.
- Follow documented procedures as they exist or are introduced.
- Responsible for timely documenting of all service related activities.
- Provide feedback to the Engineering Department both US and UK on equipment reliability and design.
- Maintain a satisfactory parts inventory, requisitioning additional parts required to perform normal duties.
- Maintain all company property, including lap top, cell phones, safety equipment and tools in good working condition.
- Exercise safe working practices and procedures at all times.
- Conduct training with customer's personnel to ensure proper and safe operation of equipment.
- Attend refresher training classes and/or technician meetings with other aftermarket team members in Carol Stream or in the UK.
- Participate in the rotation of weekend on-call duties.
- As needed, fill-in for technical phone support personnel.
- Perform other duties and projects at the discretion of the Field Service Manager, Service Coordinator or Technical Services Director.

### LOMA SYSTEMS

283 EAST LIES ROAD ● CAROL STREAM ● IL 60188  
 (800) USA LOMA ● (630) 588 0900 ● FAX (630) 588 1395  
<http://www.loma.com>

**EDUCATION:**

Minimum Associates Degree in Electronic Technology, Industrial Controls or Electrical Engineering or equivalent military back ground.

**EXPERIENCE:**

- Minimum of 5 years experience in customer service including technical phone support and field service work. Experience in or familiarity with Field Service operations is a must.
- Experience diagnosing, troubleshooting and repairing electrical and mechanical machine problems.
- Ability to effectively communicate with customers and internal staff.
- Must be able to travel extensively, domestic and some international, up to 50%.
- Must be able to lift up to 50 lbs on a regular, daily basis.
- Ability to use Electronic test equipment (Oscilloscope and Multi-meter).
- Able to read schematics and electrical diagrams.
- Possess soldering techniques with actual experience soldering circuit boards and electronic components.
- Ability to read, write and verbally communicate (clearly) in English and French.
- A valid driver's license.
- Computer literate and capable of using MS Office suite and Lotus Notes; capable of learning additional proprietary software programs.
- Dual citizenship (US & Canada) a plus.

**LANGUAGE SKILLS:**

Ability To read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to writer routine reports and correspondence. Strong communications, analytical and computer skills are a requirement. Ability to speak effectively before groups of customers or employees of an organization.

**REASONING ABILITY**

Ability to define problems collects and performs advanced analysis of data, establish facts, and draw valid conclusions.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is required to stand, sit, walk, stoop, kneel, crouch, crawl, climb, carry and drive. The employee must lift and/or move up to 50 pounds on a regular, daily basis. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, fumes or airborne particles, moderate cold and moderate heat. The noise level in the work environment is usually moderate.

**OTHER SKILLS**

- Projects a positive attitude with customers and co-workers
- Time management and organizational skills.
- Ability to multitask.

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