Field Service Engineer Job Description

SUMMARY
dynaCERT is seeking a senior person with years of experience in servicing diesel engines. A leader and teacher who has lots to offer to our young engineers to help them succeed and can provide guidance on design to improve our technology.

PRIMARY RESPONSIBILITIES & AUTHORITY
• Provide support during equipment installation, repairs and maintenance
• Monitor customer support for technical solutions implemented and alerts the sales team to potential customer satisfaction threats or competitor activity
• Train client’s service technicians
• Resolve customer complaints
• Support a customer service driven, culture
• Promote the image, capability, and integrity of the company
• Other duties as assigned

TRAINING, EDUCATION & SKILL REQUIREMENTS
• 25 years of experience maintaining diesel engines
• Identify complex problems and review related information to develop and evaluate options and implement solutions
• Knowledge of diesel Trucking, Heavy Equipment Engines their applications
• Excellent English communication skills, both oral and written
• Technologist diploma or equivalent
• Ability to work independently within a team environment
• Team player with the willingness to take on and complete all assigned tasks.

Working Conditions
• Fast-paced environment; Work under pressure; Attention to detail; Combination of sitting, standing, walking; Standing for extended periods; Bending, crouching, kneeling
• Work will include general assembly of products and general labor when required
• Work may involve lifting of materials and product up to 30kgs, the use of safety equipment to include but not limited to; eye safety glasses, hearing protection, work boots with steel toes, PVC protective wear, vinyl, latex or PVC gloves, cotton gloves and a dust mask
• 50% travel may be requested for company business

Additional Information
• Salary to be determined