

## 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