

Australia Jobs Expertini®

Field Service Engineer, Melbourne

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Company: Smiths Detection

Location: Central Coast

Category: other-general

About Us SMITHS DETECTION MAKING THE WORLD A SAFER PLACE Every minute of every day, in nearly every country across the globe, Smiths Detection people and technology make the world a safer place. We safeguard people, business and infrastructure with the latest innovations and screening technology for aviation, ports, borders, defense, and security across 55 countries around the globe Life At Smiths – Global leader: We impact critical systems every day with sites in 17 countries and six centers of research excellence. From pioneering to powering life-changing innovation, we're delivering threat detection and screening solutions to safeguard the world from threat Digital growth: A key part of our capability is the integration of digital technology across our business and our operations in more than 55 countries, will be critical to our continued success Exciting opportunities: Our growth is creating exciting opportunities to work with experts in physics, chemistry, electronics, mechanics, production, computer science, and AI ML International environment: With some projects, work requires global collaboration and the potential to travel and grow with the business Job Description As a Field Service Engineer, this individual must be team oriented and flexible, and actively seek to share information and assist his peers. Possesses solid communication skills, both oral and written. Demonstrates strong electronic repair troubleshooting methodology and maintains at least an intermediate technical level of product knowledge. Cross trains on products serviced in the field and displays proficiency in servicing either the Trace or X-Ray product line. Willingness to work on special projects, some of high visibility, as assigned. Looks for common-mode problem occurrences and seeks to resolve, both independently and with the aid of others. Has a working knowledge of PC

applications (MS Word, Excel & Power Point) to provide clear, concise information summaries as needed. Troubleshoots, services, installs (deploys) and repairs either Explosive Detection Systems (EDS) or Explosive Trace Detection (ETD) equipment at customer sites. Maintains field service log and filing system to properly initiate, organize and maintain all field service and job files until work is completed. When not on travel, individual will provide assistance to the Technical Support staff. Conducts follow up calls with the customer to check system status

Duties & Responsibilities

What you'll do: Responsible for meeting daily service needs and driving customer satisfaction

Installs, repairs, and maintains equipment in the field; provides customer training as required. Documents all inspections, maintenance, repair work and submits paperwork in a timely basis

Order, install, and return parts and manages repair parts cycle time

Reviews all logs for open issues and prepares formal reports to customers as necessary.

Participates in Service sales opportunities and assists with promoting and implementing revenue programs.

Ensures that tools and test equipment are properly maintained and calibrated

Assesses product/equipment performance based on field support data; recommends modifications or improvements where applicable.

Seeks to provide technical support to customers and other service professionals as required.

Possesses a solid level of technical knowledge on the main company's products in the region.

Establishes and maintains a close relationship with senior level FSE's and Product Specialist to support the needs of the customer and remain aware of current technical trends.

Exercises every available measure to control and minimize costs.

Comply with and ensure department compliance with Company health, safety, and environmental policies.

Other duties as required.

The Individual

What you'll definitely need: Electrical/Electronic Engineering Degree or equivalent technical training/experience. Equivalence achieved through comparative work and life experience is acceptable

competency in use of all programs within MS Office Suite and aptitude for learning specialized software programs.

Minimum of 5 years experience directly involved in troubleshooting and field repair of electrical and electronic systems/equipment.

Individuals should possess good communications skills and have a strong orientation for customer focus and teamwork. Must be willing and able to be on-call as per the roster.

Possess excellent organizational, communication, interpersonal skills with the ability to multitask several projects at once.

Excellent customer service skills and the ability to handle stressful situations.

Self-motivated, reliable, and accountable individual

Self-starter, being able to work autonomously with minimal supervision.

Clean drivers license

Ability to acquire and maintain relevant security clearance and industry related licences.

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