

HARPER INTERNATIONAL

POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

Part I - Reporting Structure

Name

Date: November, 2011

Job Title: Field Service Engineer

Department: Engineering

Reports To (Position) : Director Project Management

Supervises (Positions):

Status: Exempt

Completed By: HR Manager

Part II – Position Objective

Provides in field support for commissioning of projects and resolving technical issues to ensure that projects are completed correctly, on schedule and within budget. Heavy emphasis on project coordination, customer liaison and problem solving so as to provide superior value added service to Harper clients.

Part III – Job Responsibilities

Essential Duties

1. Establish and develop relationships with customers in order to serve as liaison to Harper home office.
2. Develop and maintain a working knowledge of Harper technology, equipment, and systems to technically support installation and commissioning as well as resolve in field technical issues. Able to repair and adjust minor mechanical/electrical components/systems.
3. Provide feedback to Harper regarding field issues to support continuous improvement programs.
4. Prepare progress and status reports describing in field activities.
5. Provide direction, engineering support, and supervision to subcontractors, customer personnel and other resources to facilitate in field projects.
6. Train customer personnel and Harper representatives in the proper installation, operation and maintenance of Harper equipment.
7. Work with customer and Harper aftermarket team to support sales of replacement parts and service.
8. Work with Harper engineering to critique and refine Harper instruction manuals.
9. Solve complex problems with little or no supervision in a time efficient manner and at a nominal cost. Analyze and report technical and commercial issues with specificity.
10. Travel to customers' facilities worldwide.

IV – Knowledge, Skills, Education

Knowledge, Skills, Education

1. Bachelor of Science, Mechanical Engineering or Chemical Engineering, or two year technical/Engineering degree with related experience.
2. Ability to represent the company professionally under all conditions.
3. Must have a high commitment to customer service, excellent communications skills and ability to relate to individuals at all organizational levels and all cultures.
4. In depth engineering skills and working knowledge of materials and processes used in the manufacture of capital equipment.
5. Experienced engineer with high degree of mechanical aptitude, adept at problem solving and decision-making with ingenuity and deference to business sensitivity.
6. Working knowledge of industrial heat processing equipment, temperature control technology and understanding of PLC controls.
7. Must possess ability to work autonomously, coordinate resources and delegate tasks effectively.
8. Working knowledge of Microsoft applications software and Windows based operating systems.
9. Ability to read mechanical, electrical and P&I engineering drawings.
10. Must be able to travel both domestically and internationally 50% of the time with 3-4 week duration assignments at client locations.

VI - Physical Demands

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, hear and talk. The employee is frequently required to sit and use hands. The employee is occasionally required to reach with hands or arms, climb or balance, stoop, kneel, crouch or crawl.