

Field Service/Sales Technician-Mid South

We are seeking energetic, personable, and self-motivated individuals to work the front line and provide outstanding service to our customers in the installation, and on-going support of our products at our steel mill customer sites. This requires the ability to work independently during irregular and sometimes long hours, strong organizational, troubleshooting and problem-solving skills, and the ability to effectively interact and work in a team environment.

Heraeus Electro Nite is looking to hire Field Service/Sales Technicians in the **Memphis, TN/ Blytheville, AR** area.

Essential Duties and Responsibilities

- Install, troubleshoot, repair, calibrate HEN equipment to company standards
- Assist with conducting trials
- Build poles and conduct preventative maintenance on all equipment in the field.
- Ensure that HEN equipment and all its components function to the satisfaction of the customer
- Ensure all users understand the operation of the system and all its relevant features
- Evaluate, track and record inventory levels at customer sites
- Assist Sales Service Engineers and or Product Managers in your area, as well as travel to other areas when necessary to provide support
- Report all hardware and software problems appropriately
- Maintain constant contact with Sales Service Engineers and or Regional Managers, fellow Field Service/Sales Technicians and HEN customers
- Constant and continual improvement of HEN product knowledge and knowledge of the steel industry

Education

- High School Diploma or Equivalent required.
- Associates degree in electronics, electrical, industrial maintenance desired.

Experience

- Previous experience working in an industrial environment desired.
- Previous experience in Pneumatics desired
- Basic electrical and mechanical knowledge desired.

Skills Knowledge and Abilities

- Sound operational and business judgment
- Forward thinking, innovative and progressive; a “can do” attitude
- Well-developed problem solving and analytical skills; ability to adapt to changing circumstances

- Demonstrates verbal and written communication skills that clearly convey information and ideas
- A high degree of personal initiative; able to work independently and under pressure
- Ability to work out of a home office ideally located in Memphis, TN or Blytheville, AR area with extensive daily and or overnight travel to customers in AR and Western TN and occasional travel to AL.
- Basic electrical and mechanical knowledge desired
- Willingness to respond, on occasion, to customer emergencies during off hours or weekends
- Valid Driver's License is required

Physical Demand & Work Environment

- Ability to lift, carry, push and pull up to 50 pounds unassisted
- Ability to climb 15 or more stairs
- May be exposed to high noise levels
- Use of hand tools required
- Ability to work in a hot and cold industrial environment & adhere to strict safety policies
- Driving long distances

Working at Heraeus Electro Nite

Employees enjoy the following benefits:

- Competitive base salary
- Bonus
- Company Car
- Generous Paid Time Off
- Excellent benefit package including medical, dental, vision, life, disability and a 5% employer contribution to the 401(k) plan

Application Process

If you are seeking a dynamic work environment where you will join a talented group of people, then we would like to hear from you. We thank all applicants in advance, however, only those selected for an interview will be contacted.

Apply online at the following link:

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=38173&company=C0000159900P&username=>