



6115 Thirteen Mile Road Warren, MI 48092

eckhartusa.com Phone: 586 722 2902

AGV Field Service Technician

Department: Manufacturing
Reports To: Operations Manager
FLSA Status: Non-Exempt
Updated: 05.17.2018

Working at Eckhart is an opportunity to directly impact the future of American manufacturing. We strive to improve the lives of the men and women who partner with us by developing and integrating custom engineered manufacturing solutions that enhance life and contribute to improved safety, efficiency, and product quality for our customers.

Eckhart invests in people because we believe it is our people who differentiate our solutions and our company from our competitors. For over 40 years our company has committed dedicated creative minds to conceptualize and design custom manufacturing solutions for industry. Our customers span automotive, aerospace, steel, industrial machinery, commercial construction, household appliances, and farm machinery & heavy trucks. We thrive solving our customers' most difficult problems and find satisfaction when customers receive safe and efficient turn-key solutions.

Description

AGV Field Technicians play a dual-role at Eckhart. They both assemble AGVs systems at our shop as well as provide install and service support in the field. They must be able to apply their manufacturing plant layout experience, mechanical and electrical ability to setting up AGV systems in customer plants and servicing these systems when issues occur. Given that installs take place across North America and that service issues arise without warning, flexibility and the willingness to travel are critical. A self-starting personality and the ability to communicate well and adapt within guidelines to satisfy the customer are critical. Technicians must have a working knowledge of mechanical principles and the understanding of diagrams, layout drawings, and engineering specifications. The ability to perform basic PLC programming is preferred, but not required. Our goal is not to meet expectations. Our goal is to exceed expectations and ensure our customers receive an exceptional experience at Eckhart.

Essential Duties and Responsibilities:

- Mechanically assemble AGVs and related tooling frames and peripheral systems.
- Perform onsite customer installs and service (20-50%).
- Troubleshoot new and existing AGV systems.
- Additional duties as requested by management.

QUALIFICATIONS

To perform this job successfully, an individual must be professional, proactive and positive, with internal and external customers and coworkers. The willingness to travel and be on site for multiple consecutive weeks sometimes during holidays (when plants shut down and installs often take place) is required. The



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requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma or GED equivalent. Minimum 5 years of job related experience and/or training is required.

Tool Requirements

Must own tools required to perform job duties.

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 occasionally required to perform light physical activity. The employee must occasionally lift and/or move 30+ pounds. Specific vision abilities required by this job include close vision and depth perception.

Technical Skills

- Ability to install new systems and troubleshoot existing installations of mechanical, electrical, and pneumatic systems.
- Ability to read and understand mechanical, electrical and plant layout drawings.
- Ability to use hand/power tools and possess basic understanding of machining tools.
- Working knowledge of personal computer, keyboard, and various software programs.
- Working knowledge of manufacturing processes.
- Ability to understand and perform basic controls programming.
- Aptitude for programming machines using HMI.
- Ability to perform basic electrical duties of terminating, soldering, and splicing field wires.
- Skills testing will be required during the internal interview process.

OTHER SKILLS AND ABILITIES

- Strong interpersonal skills.
- Good verbal and written skills.
- Proven organizational skills.
- Ability to prioritize and work with limited supervision.
- Ability to explain how and why specific conclusions were reached.
- Ability to maintain confidentiality.
- Ability to work well under pressure and to remain flexible to changing schedules and demands.
- Ability to hold a US Passport and be able to travel to Canada and Mexico