



Service Technician

Reports to: Service Manager
Date: 10/27/2014

Division: Auburn Hills
Approved: Bill Heslip

JOB SUMMARY:

To provide legendary customer service of DRS robotic systems in support of our customer expectations and DRS Corporate Mission and Goals.

Complete customer support of DRS equipment both at DRS and at customer sites across North America.

ESSENTIAL FUNCTIONS:

- DRS hotline support
- DRS daytime phone support
- Robot preventative maintenance
- DRS system preventative maintenance
- Robot path programming
- Robot mechanical troubleshooting and repairs
- DRS system mechanical troubleshooting and repairs
- Robot electrical troubleshooting and repairs
- DRS system electrical troubleshooting and repairs
- Robot software troubleshooting
- DRS system software troubleshooting
- Customer training
- Maintaining excellent customer relations
- Travel across North America

ADDITIONAL RESPONSIBILITIES:

- Special assigned projects as assigned by the Service Coordinator or Service Manager.

Reporting- Service Technicians will receive daily requirements from the Service Schedule and Service Coordinator. Administrative items, such as compensation, vacation scheduling, performance reviews, etc., will fall under the responsibility of the Service Manager.

Hours- Service Technicians will conform to a schedule based on customer requirements. Service Technicians will use hourly employee timesheets to record hours and will be completed for work performed in house. FSR's are to be completed for work performed off site.

JOB REQUIREMENTS:

- Excellent written and verbal communication skills
- Willingness to travel (must have valid drivers license)
- General mechanical knowledge
- General electrical knowledge
- Programming and/or troubleshooting knowledge of Fanuc, ABB, or Motoman robots
- Computer skills including MS Office and basic DOS commands
- “Whatever it takes” type of attitude