

Title: Automation Service Engineer

Job Holder: (Name)

Reporting to: (Name)

The job holder is responsible to

Install and commission automation products at customer sites world wide and provide professional technical assistance on-site and off-site for all aspects of automation products in close cooperation with Automation Specialists, Service Engineers, Customers, Service Management, Project Management, Production Specialists, Sales Account Management, Training, Logistics & Manufacturing, Corporate Quality and OEM partners.

MAJOR TASKS

- Automation Service Engineer role for the following automation products:
 - Sensor feedback systems
 - Robotics products
 - Data interface,
 - Interface with superior controls system for above products
- Installation & commissioning:
 - Plan, supervise and perform installation & commissioning at customer site
 - Complete Installation Check Protocol
- Basic training:
 - Conduct basic training at customer site
- Automation maintenance on-site:
 - Conduct periodic “health check’s”
 - Perform periodic maintenance
 - Install software upgrades
 - Conduct basic refresh training
- Technical support, incl. remote support:
 - Provide technical support for above products on-site and / or through remote support
- Service reporting for each service activity, including:
 - Service trip report, time recording, expense report
 - Health & Safety method statements and risk assessments
 - Feedback about product quality and engineering design
- Build good customer relationships and loyalty to Bucher Emhart Glass during all service activity
- Other duties may be assigned

SPECIFIC TASKS

- Perform service tasks in line-with Bucher Emhart Glass Health & Safety policy
- Assist in updating installed equipment databank
- Assist in maintaining, improving and new developments of automation service products

JOB PROFILE

- Mechatronic / automation education
- Good verbal and written communication skills
- Initiative team player
- Language skills:
 - Good English, verbal and in writing
 - At least one other major European language, verbal and in writing
 - Any additional major language is an asset
- Willingness for frequent international travel
- Based at a BEG office location in Europe or home based