

## Job Description Template

### Field Service Technician

CNC Machine LLC

Last reviewed and updated: 08/28/2024.

**®Job Title:** Field Service Technician

**Company:** KES Machine, LLC

**Reports to:** Service Manager

**Location:** Newington, CT

**Job Type:** Full-time

**Company Overview:** KES Machine LLC is a leading CNC Machine service provider that operates under the Entrepreneurial Operating System™ (EOS®) framework. We are committed to delivering exceptional service to our clients, and we are seeking a Field Service Technician to support our operations team in achieving operational excellence.

**Position Overview:** As a Field Service Technician at KES, you will play a crucial role in delivering top-notch CNC machine service and support to our valued customers. Operating within the Entrepreneurial Operating System™ (EOS®), you will ensure the operational efficiency, accuracy, and reliability of CNC machines in various industrial settings.

**Mission Statement:** At KES, we treat machines like patients and our customers like family members, ensuring top-tier machinery performance and satisfaction. With over 75 years of expertise, our team thrives on collaboration, transparency, and a relentless pursuit of industry excellence. Every action we take embodies our dedication to outstanding service, teamwork, integrity, and mastery.

#### **Our Core Values:**

At KES, our core values serve as the foundation of our culture, driving our decisions, actions, and interactions every day. These values are not just words on a wall; they are the guiding principles that define who we are and what we stand for. We believe that living our core values is essential to our success, and we are committed to aligning our people with these values at every stage of their journey with us.

**Our Customers and Their Machines Are #1:** At KES, our customers are our top priority, and we treat your machines with the precision and care that your integral investment deserves. We deeply value your trust, and we're committed to ensuring you always receive unparalleled service and support.

**Embrace Teamwork & Leverage Our Collective Experience:** Collaboration is in our DNA. We're more than just individual experts; we're a united force, leveraging our collective 100+ years of industry expertise to ensure you get unparalleled solutions. Our collective team spirit drives our innovation, our service quality, and our commitment to excellence. And our culture ensures every team member feels valued, supported, and empowered.

**Transparency and Integrity:** Precision demands clarity and honesty. We believe in open communication, always standing by our word, and acting with uncompromising integrity. We're committed to providing transparent solutions and honest recommendations so you can make informed decisions.

**Pursue Mastery and Excellence in Everything We Do:** Our thirst for knowledge is unquenchable. This drive ensures that we're always at the forefront of our industry, offering cutting-edge solutions and services. Our determination to succeed isn't just about business growth; it's about setting industry standards and continuously pushing the boundaries of what's possible.

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#### Our 7-Year Target:

KES Machine is the #1 choice for superior CNC machine service provider across three key U.S. markets. Powered by an ever-expanding team of innovators and machine magicians, we've made more than 10,000 machines (and their owners) happy nationwide.

#### Top 5 Key Roles and Responsibilities:

##### 1. On-Site Service and Repairs:

- Conduct on-site troubleshooting, diagnosis, and repairs of CNC machines, including mechanical, electrical, and control system components.
- Perform preventive maintenance tasks to minimize machine downtime and extend equipment lifespan.
- Collaborate with customers to provide technical expertise and solutions, ensuring their CNC machines meet optimal performance standards.

##### 2. Installation and Commissioning:

- Assist in the installation and commissioning of new CNC machines, ensuring they are set up correctly and meet client specifications.
- Verify and calibrate machine settings to ensure precision and accuracy during the installation process.

##### 3. Documentation and Reporting:

- Maintain detailed records of on-site service visits, including equipment condition, repairs performed, and parts used.
- Generate service reports and provide regular updates to the service manager and relevant teams.
- Prepare comprehensive documentation for customer records and billing purposes.

##### 4. Customer Relations:

- Interact with customers professionally, addressing their concerns, inquiries, and service requests promptly.
- Build strong client relationships by providing exceptional service and offering technical expertise.
- Collaborate with the sales team to identify upselling and cross-selling opportunities based on customer needs.

##### 5. Continuous Improvement:

- Identify opportunities for process improvement and service efficiency, contributing to the company's overall success.
- Stay up to date with the latest industry trends, technologies, and best practices in CNC machine servicing.
- Implement Entrepreneurial Operating System™ (EOS®) principles to ensure accountability, clarity, and results within the field service team.

Join KES Machine and take the lead in ensuring the accuracy and reliability of CNC machines through expert calibration services. We offer a competitive salary, opportunities for professional growth, and a collaborative work environment that values accountability and results-driven leadership.

#### Required Qualifications:

- High school diploma or equivalent; a technical degree or certification in a relevant field such as Mechanical or Electrical Engineering is preferred. Opportunity for training CNC Operators in both service and calibration

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- Proven experience as a Field Service Technician or a similar role, with at least 3+ years of experience in CNC machine servicing.
- Strong technical knowledge of CNC machine operations, including mechanical, electrical, and control systems.
- Proficiency in reading technical drawings, schematics, and manuals.
- Excellent problem-solving skills and the ability to work independently in a field service environment.
- Strong communication and interpersonal skills for customer interactions and team collaboration.
- Familiarity with the Entrepreneurial Operating System™ (EOS®) principles or a willingness to learn and apply them.

**Travel:** This position requires frequent travel. The successful candidate will be expected to travel, which may include overnight and weekend stays, to meet with clients, attend conferences, and represent the company at various events. Travel expenses will be compensated in accordance with company policy. A valid passport and the ability to obtain necessary visas are essential for this role.

- **Travel Expense Reimbursement:** We recognize the costs associated with business travel. All approved, work-related travel expenses, including lodging, meals, and incidentals, will be reimbursed in accordance with our company policy.
- **Company Car:** To facilitate mobility and ease of transportation, a company car will be provided. This ensures that you can travel to meetings, client locations, and other work-related venues with reliability and professionalism.
- **Company-Branded Clothing Reimbursement:** We take pride in our brand's image and understand the importance of a consistent professional appearance. Employees will be reimbursed for the purchase of approved company-branded clothing, ensuring you represent KES in the best light.

We're dedicated to ensuring that our employees are well-equipped and supported in every aspect of their roles.

**Background Checks:** To maintain the safety and integrity of our workplace, comprehensive background checks will be conducted on all prospective candidates. This process is an essential step towards ensuring our commitment to a secure and trustworthy work environment for all employees.

**Salary:** Competitive salary based on qualifications and experience. In addition to a competitive salary, we offer a comprehensive benefits package.

**Benefits:** At KES, we genuinely value the well-being, growth, and satisfaction of our employees. Our comprehensive benefits package reflects our commitment to ensuring our team members have the resources and support they need to thrive both personally and professionally.

***Highlights of our benefits include:***

- **Health, Dental, and Vision HRA:** Comprehensive medical, dental, and vision plans that cater to the needs of our employees and their families. Our Health Reimbursement Arrangement (HRA) pays for initial deductible costs up to \$5,000 per family.
- **Special Healthcare Bonus:** As a testament to our commitment to our team, we cover the premiums for your health, dental, and vision plans, ensuring you receive the best care without financial burden.
- **401K Retirement Plan:** We provide a 401K plan to assist our employees in long-term financial planning and retirement. KES matches contributions up to 3% of annual salary.

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- **Paid Time Off (PTO):** Our PTO policy allows employees the flexibility to take time off and rejuvenate. Eighty hours of PTO after the first year, then eight extra hours per year.
- **Paid Company Holidays:** We observe 7 major holidays with paid time off, allowing our staff to celebrate and spend time with loved ones.
- **Family and Medical Leave Act (FMLA):** We adhere to federal regulations, ensuring eligible employees can take up to 12 weeks of unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage.
- **Professional Development:** We offer opportunities for training and development to help our employees advance in their careers.

We continuously review and aim to enhance our benefits offering to ensure the well-being and satisfaction of our team members.

KES Machine is an equal opportunity employer, and we encourage candidates of all backgrounds and experiences to apply.

Interested candidates are invited to send their resume, cover letter, and any relevant credentials to [Jobs@kesmt.com](mailto:Jobs@kesmt.com)