



## **Position: Field Service Technician/Application Engineer**

### **Our Company:**

EyeC-America is the North and South American distributor for EyeC, a globally operating vision technology company based in Hamburg, Germany. We are providing industry leading print inspection technology to the North and South American marketplace.

### **Our Technology:**

Our print inspection systems go far beyond overlaying print sample and proof. Rather than leaving the image analysis to the human being, they find significant deviations automatically and even suppress those deviations caused by the printing process itself. With our technology in use, the operator has only to deal with what he/she should really be concerned about. Commercial printers use our systems for sample testing and inline inspection. At the receiving end, our sample testers are used to perform incoming goods inspection. They are designed to automatically inspect for correct content, print quality, barcode legibility, and Braille embossing quality. Our products are used beyond the finished product and are used in the beginning stages of artwork design with file-to-file comparison.

### **Our Customers:**

Our customer base includes pharmaceutical companies, contract packaging companies and print shops printing pharmaceutical goods such as labels, inserts, folding cartons, and blisters.

### **Summary of Position:**

We are looking for a Field Service Technician to be an integral part of the EyeC team. This position will expose you to mechanical, electrical, and field service work. The Field Service Technician is responsible for preventive maintenance, service, installations, and customer training for EyeC-America's Print inspection systems. This position will require overnight travel in and out of service areas.

### **Your Responsibilities:**

- Perform preventative maintenance, troubleshoot/diagnose and service equipment to EyeC-America's standards both on site and remotely from the office.
- Maintain inventory and maintenance on company property such as; parts, tools, supplies, and other company assets i.e. cell phone and other electronic devices in your care.
- Document all work performed and close out all activities upon completion.
- Maintain a professional appearance
- Maintain established safety standards and equipment.
- Professionally communicate to customer services performed.
- Cover a service area and help out in other areas as needed.
- Able to work overtime, weekends, and holidays as part of a rotation, as needed.
- Able to travel out of state and out outside the country to other service locations.
- Able to stay overnight in and out of service area on short-term trips as needed.
- Ability to work in a team environment.
- Other duties as assigned.



### **Your Skills:**

- Mechanical and electronic aptitude
- Strong troubleshooting and organizational skills
- Strong accuracy and detail oriented with all paperwork
- Customer relations, interpersonal relationships, team relations and service oriented
- Excellent organizational and time management skills
- Must be self-starter, work with minimal supervision and be able to accomplish tasks in a timely manner.

### **Minimum Requirements**

- A Bachelor's Degree in Engineering, Computer Science, Physics or similar
- Valid driver's license with continued proof of an excellent driving record

### **Location:**

Main Office - Saint Charles, IL.

### **Contact:**

[careers@eyec-america.com](mailto:careers@eyec-america.com)