

JOB DESCRIPTION

Job Title: Programming & Technical Support Specialist - ON

Department: Field Services

Reports To: Field Service Manager

Status: Exempt

Date Issued: May 2022

SUMMARY:

Responsible for providing programming support for Newterra Technician's onsite during commissioning, start -ups, maintenance visits and trouble shooting customer issues at site. Also provides technical support over the phone and supports in troubleshooting, diagnosing, and resolving issues by answering questions and addressing concerns. Solves various problems related to drawings, logins, and systems issues, including coordinating with onsite technicians to resolve problems and issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide timely technical support by telephone to solve various issues and problems.
2. Resolve problems representing technical requests or issues and troubleshoots technical and process matters to maintain productivity.
3. Gather information, carry out necessary research and provide in-depth analysis to resolve issues.
4. Discuss technical aspects of products and systems to resolve issues, concerns, and problems.
5. Assist with resolving issues such as the alarm won't start, login issues, reset trips, etc.
6. Assist with solving problems by identifying various issues including, review of blueprints and technical documents.
7. Work with Newterra technicians on site to resolve programming issues and modifications.
8. Works closely with Newterra Programmers to resolve programming issues during commissioning and start- up of new systems.
9. Consults with customers and onsite technicians to determine appropriate needs and assists in utilizing products and systems.
10. Provide a concrete explanation of resolutions to issues.
11. Maintain ownership until resolution of technical issues.
12. Correlates incident trends into proactively managing problems for long-term solutions.
13. Collaborates with on-site technical support to understand and support a variety of issues and needs.
14. Works with clients and coordinates all warranty claims.
15. Generates quotes for telemetry upgrades and system modifications.
16. Other duties as assigned.

The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

OTHER DUTIES AND RESPONSIBILITIES:

- Responsible for performing duties in a safe manner and promoting safety to others in accordance with Newterra's safety policies and procedures. This includes reporting all safety concerns, near-misses, and incidents to their manager.
- Adhere to the company processes as detailed in Newterra's online systems and programs and bring forward ideas for continuous improvement.
- Responsible for completing all assigned training applicable to your position in the applicable timeframe.
- Complete all responsibilities while ensuring adherence to Newterra's Delegation of Authority.

MINIMUM QUALIFICATIONS:

- University or bachelor's degree in automation and control engineering, manufacturing, or combination of experiences in a related field.
- 3-5 years' technical experience.
- Proficient in Microsoft Office including Word, Excel, PowerPoint, and Outlook.
- Working knowledge of:
 - Schneider So Machine (EcoStruxure ME)
 - Automation Direct DirectSoft 5 and C-More
 - Hart Programming
 - Control system fieldbuses (ModbusTCP/IP, EthernetIP, Modbus Serial)
 - Instrumentation configuration
 - VFD Configuration and Integration
- Previous experience with low voltage electrical systems 24VDC to 750VAS and electrical troubleshooting.
- Working knowledge of process and instrumentation diagrams (P&ID).
- Working knowledge of pumps, blowers, piping systems and other fluid handling equipment.
- Travel may be required. Must have valid passport and driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent problem-solving and troubleshooting skills.
- Ability to communicate technical information in an accessible manner to non-technical individuals.
- Excellent communications skills, both written & verbal.
- Ability to prioritize and accomplish multiple tasks simultaneously.
- Owner mindset for the technical environment.
- Excellent critical thinking and problem-solving skills.
- Responsive, with consistency, quality, and speed in all correspondence.
- Strong active listening skills and the ability to comprehend and respond in an effective manner.
- Excellent attention to detail.
- Strong aptitude for soft computer skills (information technology and troubleshooting).
- Ability to work collaboratively with others to achieve a common goal.
- Self-motivated with a positive attitude.
- Ability to work independently.
- Excellent problem-solving skills.

PHYSICAL DEMANDS:

The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Almost continually verbally or orally communicating and responding to others. Utilization of controls, operation of machines or computers to support daily work activities. Accurate hand/eye coordination is required. Finger dexterity is required, as well as hand strength, with the ability to grasp, lift, push and pull. Work involves considerable standing, stooping, bending, or sitting for long periods of time. May lift objects of up to 20 pounds. Complex communication, thinking, and analysis required.

WORK ENVIRONMENT

Generally, works in an office environment. The noise level in the work environment is usually moderate. However, may be required to visit production sites and be exposed to outdoor or manufacturing elements.

The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.