



# Field Service Engineer

## What is a Field Service Engineer

The Field Service Engineer is a professional dedicated to the installation, service, and maintenance of both current-generation and vintage CNC Machining and Turning Centers. The Field Service Engineer is properly trained and committed to maintaining equipment to factory specifications – a professional who knows the Allendale culture and Allendale philosophy. Field Service Engineers faithfully apply those principles to their profession, at the Company facilities and during service calls.

## Characteristics of a Field Service Engineer

- Logical and Critical Thinking
- Excellent communication and presentation skills
- Strong Mechanical and Electrical Aptitude
- Outgoing Personality
- Willingness to Learn
- Customer Service Orientated

## Job Responsibilities of a Field Service Engineer

- Travel to customer sites to install, troubleshoot, repair, and maintain CNC machine tools and controls
- Review and use technical documents and manuals
- Possess and maintain current in-depth knowledge of the machine tool industry and company product lines
- Promote and perform preventative maintenance on customer machine tools
- Complete all necessary documentation and submit to the office and customer detailing status of repair and machine

## Qualifications and Competencies

- Experience with CNC machine repair or operations
- Ability to read and utilized technical drawings, manuals, and schematics
- Strong written and verbal communication skills
- Must be able to meet and physical requirements of the job including flexible hours and travel through the territory

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

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**Job Title:** Field Service Engineer  
**Business Unit:** Service  
**Reports to:** Service Manager

**Location:** Northern NJ / Long Island / Albany, NY  
**FLSA Status:**  Exempt  Non-Exempt  
**Supervises:** N/A