



Field Service Technician (FST) Level 2

For our client we are looking for a Field Service Technician (FST) level 2 (M/F) In Schoonebeek. If you are interested in taking on a demanding and challenging roll in an operational environment then read on.

Your mission:

As a TSP, you are responsible for the execution of an installation, the maintenance and repair of the various equipment we install. This can be both onshore and offshore but also in our workshop. The work will be carried out both national and international. You work with your colleagues worldwide and of course at your home location in the Netherlands.

Your profile:

You are an innovative spirit and desire to be part of a winning team. You have a Technical education (MBO) or equivalent and you are competent and familiar with MS office (365). You are flexible in terms of working times and locations/countries and willing and able to travel abroad for work and or training. Your writing and verbal English skills are sufficient, same as your German language (verbal as a minimum). You have problem solving skills with a systematic and innovative approach, a strong mechanical aptitude, are stress resistance, proactive and have a high level of communication skills and listening skills. You are able to act as an example, able to work together but also able to work on your own (independent contributor) and make decisions independently.

Duties and responsibilities

- Proactively provides input into technical decisions being made. Professionally handles project issues as they arise eliminating downtime.
- Effectively communicates ideas in a clear and concise manner, quickly grasping the essential information that must be conveyed and responding well to difficult questions, with the ability to persuade, influence and facilitate problem resolution.
- Makes decisions that involve some judgment to determine a course of action which is consistent with established functional policies and goals covered by general procedures.
- Works independently or in a team as an experienced service technician to install (new) products and conduct repairs. Handles customer complaints in a professional manner.
- Assures all equipment, service tooling and spare parts are on location and ready to use and fit for function prior the start of each job. Records critical dimensions to ensure assembly will work and assists with the review of product running procedures.
- Ensure that the field service reports are filled in with all the required information like, timing, part and serial numbers, type of equipment, issues faced and how they have been solved, OD's and ID's etc.
- Provides "Project Support" as required, for all (new) projects which includes: attending design reviews for equipment and tools, reviewing installation procedures, assisting with project Factory Acceptance Tests and reviewing project training requirements for service personnel.
- Maintains communication on a high level with Company Representative on issues including job procedures, spare parts requirements, critical dimension measurements. Suggestions to improve on safety and or the operation, etc.
- Provides sales support through quality customer interface and keeps customer fully informed on all aspects of the job. Handles customer complaints in a professional manner.
- Understands and follows all customer safety requirements. Proactively pursues safe work practices and participates in safety training.
- Reports to the Service Coordinator on a daily basis and inform him in case business critical decisions have to be made, operational, customer or personnel wise.

What can you expect from our client?

We offer you a career in an ambitious, international, socially and financially sound organization. They will invest in coaching, mentoring and be supportive in your job development.

Please send us your letter and CV, both written in English to atwork@lubbers.net