



VC999 Packaging Systems, USA
Mechanical Field Service Technician

Position Overview

We are looking for a self-starter Field Service Technician to service packaging equipment to the food industry. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability. Position will initially be based in Kansas City, MO but relocation may be a future option.

Company Overview

VC999, XtraPlast, & XtraVac manufacture packaging machines and materials including Vacuum Chamber, Roll Stock film, Shrink Packaging, Vacuum Bags/Pouches, Tray Sealing and more. Headquartered for the Western hemisphere in Kansas City, Missouri we are a fast-paced, customer-focused team.

Responsibilities

- Provide superb customer service and support during field visits
- Manage all onsite installation, repair, maintenance, and testing tasks
- Diagnose errors and/or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Document processes
- Operate vehicle in a safe manner and use field automation systems
- Comprehend customer requirements and make appropriate recommendations/briefings
- Build positive relationships with customers

Requirements

- Must be able to demonstrate mechanical/electrical knowledge and abilities
- Field service experience 1 to 3 years preferable
- Ability to troubleshoot, test, repair and service technical equipment
- Ability to work flexible shifts and to adapt to changing work schedules
- Able to travel up to 75%
- English literacy (additional languages an advantage)
- Computer literacy
- Available to travel internationally

Remuneration:

2 weeks vacation per year to start
Excellent benefits package (matching 401k, health, dental, optical, etc.)
Factory training included in Kansas City, MO

Apply via email to Jobs@VC999.com