

**BAUER COMPRESSORS INC.**  
**Career Opportunity**  
**www.bauercomp.com**

**Job Title:** Field Service Technician  
**Location:** Norfolk, VA  
**Department:** Customer Support  
**Reports To:** Customer Service Operations Manager  
**Position Status:** Non-exempt, Full-time  
**Revision Date:** September 2019

**COMPANY OVERVIEW**

BAUER COMPRESSORS INC. (BCI) is recognized as the world's foremost innovative designer and manufacturer of high pressure systems. BCI is specialized in the markets of high pressure breathing air products, GSA/military breathing air products, industrial air and gas products, plastics technology, natural gas, and inert gas compression. Headquartered in Norfolk, Virginia, BCI employs over 250 associates nationwide and reports to its parent company BAUER COMP Holding GmbH in Munich, Germany.

**POSITION SUMMARY**

The Field Service Technician is responsible for providing technical assistance to our Service Department. In addition, the Field Service Technician provides assistance with customer inquiries to ensure proper repair procedures. The Field Service Technician reports directly to the Customer Service Operations Manager.

**JOB FUNCTIONS**

Include the following, but other duties may be assigned.

- Conduct hands-on troubleshooting and repair of high pressure breathing air, CNG and other gas systems using both mechanical and electrical procedures.
- Complete equipment overhauls to high pressure breathing air, CNG and other gas systems to include all mechanical and electrical components.
- Provide mechanical and electrical technical troubleshooting directly with customers to assist in diagnosing problems with our products and accessories.
- Properly read and use mechanical and electrical schematics (where applicable) to complete repairs and assist customers in troubleshooting and diagnosing problems.
- Obtain and provide parts breakdowns for service repairs to complete repairs and to assist customers in troubleshooting and diagnosing problems.
- Keep accurate records of work hours and parts utilized, and work performed for each service call.
- Inspect warranty parts.
- Complete technical product reports; reports on product problems encountered.
- Maintain proper repair standards.
- Respond to other requests from management on a timely basis.
- Must be willing and able to travel.
- Regular, reliable, and on time attendance.

**ESSENTIAL SKILLS AND EXPERIENCE**

- Strong mechanical background combined with electronics as well as knowledge of pneumatics.
- Two years (2) minimum related technical experience and/or training for mechanical and/or electrical equipment; or equivalent combination of education and experience.
- Able to interpret wiring, tubing, and structural drawings and specifications.
- PLC troubleshooting and basic knowledge of PLC programming.
- Must be responsive in nature with ability to follow-up and bringing open items to closure.

- Must be self-starter and able to work under minimal supervision.
- Demonstrated ability to resolve issues and research solutions.
- Valid driver's license with a good driving record.
- Must be capable of traveling both foreign and domestically up to 50% of the time.
- Demonstrated working knowledge of computers, especially Microsoft Outlook, Word, and Excel.
- Excellent verbal and written communication skills required. Knowledge of proper phone and email etiquette for communications with customers.
- Ability to comprehend and respond to customer (internal and external) needs in a timely manner.
- Must possess a valid US Passport.

#### **VALUED BUT NOT REQUIRED SKILLS AND EXPERIENCE**

- Bachelor's Degree in Mechatronics or related field.
- Knowledge of manufacturing industry.

#### **REPORTING TO THIS POSITION**

- No direct reports.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use of eyes for close vision, use hands, fingers, grasp, handle, reach, listen, talk and may need to talk on the telephone while taking notes. Occasionally the employee must lift and/or move up to 50 pounds or ask for assistance.

The noise levels in some manufacturing facilities frequently may exceed the normal dBA. The employee is required to wear eye and foot protection.

Normal working schedule: Monday through Friday, 7am to 3:30pm. Travel is a requirement for this position. Travel is mostly confined to within the continental United States, but international travel is required.

**General sign-off:** The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

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