



Computerway Food Systems
2700 Westchester Drive
High Point, N.C. 27262
(336) 841-7289
Fax: (336) 841-2594
www.mycfs.com

JOB TITLE: **Field Service Technician**
DATE: March 2020
CONTACT: Brent Clodfelter hr@mycfs.com

Computerway Food Systems (CFS) is located in High Point, North Carolina. Incorporated in 1986, CFS provides food manufacturing companies in the US, Canada and Latin America with overhead sizing, grading and weighing lines as well as fully integrated computerized production and inventory systems for food processing plants.

The **Field Service Technician** at CFS must be a self-starter who has a strong work ethic and high degree of professionalism to provide excellent customer service.

JOB SPECIFICS:

- Installation and service of overhead weighing, distribution, and automated cutting systems - barcode labeling, shipping, inventory, quality control, and RF scanning systems.
- Provide support both remotely and on-site to deployed systems throughout North America, South America, Central America and the Caribbean, with expansion possibilities worldwide.
- **This position requires travel and weekend work.**
- When not traveling, technicians work in the office providing customer support, assisting other departments and performing various tasks assigned by the Service Manager.

RESPONSIBILITIES INCLUDE:

- Be ready and willing to go on-site at a moment's notice (must have dependable transportation)
- Collaborate with customer and subcontractor personnel to manage all on-site installation tasks
- Provide professional, courteous, and knowledgeable systems support to our customers
- Meticulous preparation for system installations and service visits
- Ability to quickly learn all of our products and systems, and stay up-to-date on system improvements and changes
- Provide training on all CFS systems and equipment
- Assist with creating and maintaining technical documentation and user manuals

SKILLS AND EXPERIENCE (REQUIRED):

- Strong mechanical and technical background (electronics preferred)
- Strong computer skills
- Ability to quickly troubleshoot technical problems and determine proper solutions
- Must have great customer relations, communications, (both verbal and written), and organizational skills.
- Must be able to work under pressure without supervision.

SKILLS AND EXPERIENCE (DESIRED):

- Industrial/Manufacturing maintenance background
- Electronics troubleshooting & repair
- Project management
- Fluent in Spanish

OTHER REQUIREMENTS:

- Education – Associates Degree or higher
- Must be physically fit, able to lift 70lbs, and work at heights.
- Valid US Driver's License



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SAFETY ISSUES: The Field Service Technician will be required to follow all CFS and customer safety procedures. Technician is responsible for maintaining a safe, clean working environment in his/her work area. Any observed health or safety issue should be reported to appropriate management personnel. While visiting or working on customer sites customer's health & safety rules must be followed.

ACCOUNTABILITY: The Field Service Technician reports to the Projects & Services Manager.

COMPANY DETAILS:

Position is full-time, 40 hours per week

CFS provides major medical and dental insurance, 401K, and profit sharing plans.

No phone calls please. If interested – email current resume and contact information to hr@mycfs.com.