

JOB DESCRIPTION

Released Date: 11/30/21
Revised Date: 11/28/2023
Functional Area: Customer Support Services



POSITION: Mechatronics Service Technician

REPORTS TO: Manager, Customer Support Services

General Description:

A Mechatronics technician's responsibilities include diagnosing and repairing mechanical electronic, and controls-related components and system equipment primarily at customer sites. This includes gantry robotic automation systems and associated technology including ancillary third-party automation product equipment like pallet conveyance systems. This position also supports the installation of company and third-party machines, installing pre-owned and new equipment, performing routine servicing and inspections, assisting with customer training, and performing mechanical and electronic programming upgrades. This position requires the ability to demonstrate strong mechanical, electronic and electrical skills, good communication practices and solid ability to perform tasks with various hand tools. Team members are stationed at the Tampa, Florida facility, from time to time they may and can occasionally work out of home, but primarily at Tampa facility or customer plant sites.

Core Responsibilities:

- Assembling, installing, repairing, troubleshooting, and maintaining mechanical and electrical components and company equipment as needed in the Tampa, Florida facility and at customer field locations.
- Working with Engineering and Purchasing in supporting sourcing and fabricating replacement parts for electronic and mechanical systems.
- Ensuring all power and manual tools are operated in accordance with health and safety regulations
- Working with Customers and other team members to develop in-house and at customer site work schedules and time and material cost estimates.
- Provide equipment demonstrations, training and supervision for Customers as required.
- Carry out scheduled preventative maintenance and equipment servicing at Customer sites.
- Interpreting drawings, training manuals, and instructions in order to perform duties.
- Able to effectively follow written, verbal, and telephonic instructions.
- Attending regular company training workshops and reporting to their manager during installation and commissioning interventions.

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Training and Enhancements Objectives:

- During first three (3) months, work with the direct manager and peers to learn the basics of Robogistics equipment and repair and operate such equipment to a basic level.
- Within one (1) year, have a solid knowledge of Company equipment, manufacturing processes, policies and procedures.
- Within one year, develop individualized specialty in electrical, mechanical or controls operations and repairs.
- Work with direct and departmental managers and be mentored to become Key Account Megatron Service Technician in the field of customer support for Key in-house Multi-National Customers-, or Robotics Trainer the Trainer Program.

Measures of Effectiveness

- Able to effectively organize work and manage assigned departmental processes and information and create work instruction for manager and Human Resources (HR) approval.
- Provide accurate, clear, and timely information and ideas in a verbal, software and/or written format.
- Able to understand and utilize technical product knowledge to source and purchase raw materials and parts for manufacturing in a timely manner. This requires the purchasing agent to have solid knowledge about the products and how they are produced.
- Utilize team-oriented approaches to achieve common work goals, demonstrate high level of professionalism and maintain confidentiality of Company information.

Minimum Skill Requirements

- Degree in Mechatronics or two (2) to three (3) years' minimum experience utilizing electrical, electronic and/or mechanical repair and installation skills in a manufacturing, packaging or other similar business environment.
- Able to travel extensively to customer plant sites.
- Excellent written English language skills, with the ability to organize and edit verbal and written information in a written format.
- Ability to understand mechanical/electrical or electronic component parts information and demonstrate a high level of repair and replacement skills in these areas.
- Ability to read and understand basic concepts of mechanical and electrical drawings, with ability to read and understand robotic controls concepts a plus.
- Robotic and gantry palletizing/material handling and related equipment highly desired.

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- Associates or higher degree or completed coursework in engineering, electronics, or mechatronics highly desired.
 - Strong analytical and problem-solving skills.
 - Good hand-eye coordination and physical dexterity.
 - Sound knowledge of health and safety regulations.
 - Ability to remain calm under pressure and use a wide range of resources to solve problems and feel comfortable working alone and in a team.
 - Great interpersonal and communication skills.
 - Passion for Robotics and Electronics.
 - Willingness to learn and accept constructive feedback.