

JOB DESCRIPTION

FIELD SERVICE ENGINEER (NORTH AMERICA)

The Field Service Engineer (FSE) will work under the direct supervision of the Service Manager and Customer Support Supervisor. The FSE will work together with Customer Support and Installation Technicians.

The FSE should have intermediate knowledge of Aquatic Research Systems to be able to provide troubleshooting support to customers, which includes in-person visit, email, phone and/or video call. The FSE responsibilities include learning and retaining knowledge on vendor equipment that will directly fall under maintenance needs in association with Aquaneering's equipment.

The FSE will also be involved with Warranty and RMA that fall under the Company Guidelines and Vendor Guidelines that will best serve the customer. Paperwork will be reviewed by the Customer Support Supervisor and/or Service Manager prior to submission for review.

The FSE will also be a technical expert in the field and be required to travel daily by air and/or by ground transportation to assigned sites. This role requires the ability to be organized in administration work such as maintaining and logging expenses, miles, timesheet for job costing and important customer forms, and to be submitted to the Installation Supervisor to be logged in accounting. In field work will be required and expected to assist and leading in ongoing projects in the field, as well as Preventative Maintenance projects, and on-site walkthroughs. This will also include planned travel to the San Diego office for more in-depth training and Important Aquaneering Events/Meetings.

Field Service Engineer Requirements

- **Learn and maintain knowledge of Aquaneering Systems and Company Standards**
- **Ability to install, conduct Preventative Maintenance service, and train customers in the field unassisted.**
- **Ability to turn in paperwork promptly and efficiently including trip reports, receipts, timecards without direct supervision.**
- **Understanding of Engineering design blueprints in association with projects and Installation Management work plans to complete the projects assigned.**
- **Ability to learn and use Company CRM software to complete given tasks in the field and in the office.**

Hours: This is a remote location job and the daily work hours vary dramatically depending on the customer's availability. On-site work hours will also vary per job and customer requirement.

Salary: Based on Experience.

AQUANEERING IS A DRUG FREE EMPLOYER. PRE-EMPLOYMENT DRUG SCREENING IS REQUIRED.

AQUANEERING IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN.

Employee benefits:

VACATION:	10 days accrued per year; 15 days after 5 years of service; 20 days after 10 years of service
SICK:	40 hours per year
HOLIDAYS:	10 per year (New Year's Day, MLK JR Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and following day, Christmas Eve, Christmas Day, New Year's Eve; and General Election Day)
HEALTH:	Employee coverage 80% company paid. Dependents or upgrades can be added at the employee's expense.
DENTAL:	Employee coverage company paid. Dependents or upgrades can be added at the employee's expense.
SIMPLE IRA:	Company matches employee contribution up to 3% of gross salary.