

**Job Description: Field Service Engineer (NC & SC)**

**Reports To: Engineering Manager**

**Location: Carolinas – Travel 90% for project startups in the Carolinas**

**(On occasion could travel to VA, TN, MD and any state in the US where there is startup work)**

**Employment Type: Full Time**

Lord & Company, an Industrial Automation Division of E.W. Process, is a successful Systems Integrator with an excellent reputation since 1982. Lord & Company provides control, monitoring, and information systems for municipalities and industrial accounts.

E.W. Process/Lord & Company is an employee-owned company headquartered in Fort Mill, South Carolina. Additional company information can be found at [www.EWProcess.com](http://www.EWProcess.com) and [www.lordandcompany.com](http://www.lordandcompany.com).

**Job Summary**

Field Service Engineers must be able to startup control systems that include instruments and PLC Control Panels. Field Service Engineers provide startup and training on new projects and retrofits. Must have electrical controls knowledge and willing to travel Monday – Friday. Field Service Engineers must be able to identify and provide reliable solutions for all technical issues to assure complete customer satisfaction through all stages of the sales process. The Field Service Engineer must be able to coordinate with General Contractor, Consultant Engineers and owner.

**Responsibilities**

- Listen, understand and convey customer requirements.
- Instrument Calibrations, Electrical Control Panel Startup & training.
- PLC Programming, HMI Development, System Integration.
- Provide professional service reports and documentation.
- Resolve customer issues or difficulties in a manner that is consistent with the company mission, values, and financial objectives.
- Maintain professional business relationships within target accounts.
- Provide status of ongoing projects and future projects.
- Identify customer's needs and sales opportunities to help future growth

**Qualifications**

Required:

- Strong electrical aptitude or training
- AAS/BS in Electrical Engineering, Technical Field, or equivalent successful experience in a similar industry role
- Experience 0-4 Years in Electrical Engineering or Computer Science
- Ability to manage and prioritize variable workload
- Proficient in Microsoft Office
- Strong communication, interpersonal and organizational skills

Preferred:

- System Integration experience. Experience in process control/automation is a plus.
- Rockwell PLC Programming Experience
- GE PLC Programming Experience
- Modicon PLC Programming Experience
- Motorola MOSCAD Programming Experience
- ABB DCS Programming Experience

- Rockwell HMI
- Wonderware InTOuch and Archestra HMI
- VT SCADA HMI

### **Position Offers**

- Competitive salary
- Commission Sharing
- **Free** employee Medical insurance
- **Free** employee Dental insurance
- Vision insurance
- **Free** employee Life insurance
- 401(k) Plan with company matching
- PTO (Paid time off)
- VTO (Paid time off for volunteer work)
- Employee Stock Ownership Plan (ESOP)

Certain benefits are subject to eligibility period.

Email your resume to Dana Ogle at: [dogle@ewprocess.com](mailto:dogle@ewprocess.com)