

**Company:** AVID Corporation, Portsmouth, NH, USA [www.avidvision.com](http://www.avidvision.com)

**Job Description:** FIELD SERVICE TECHNICIAN

**Position Type:** Full Time, Salaried

**Education Level:** Bachelor's Degree or Substantial Industry Experience. Candidates with military technical training will also be considered.

**Industry:** Test Equipment Engineering and Manufacturing

**Job Type:** Instrument Troubleshooting, Repair, and Calibration

**Years of Experience Req'd:** 1-2 years of experience in a mechanical or technical role preferred. Candidates with troubleshooting or critical problem-solving skillsets greatly desired.

- Seeking early career technical service experience?
- Bored of pushing paper?
- Do you prefer Carhartt's and Doc Martens to slacks and dress shoes?

### **About AVID Corporation**

AVID is a small and growing business conveniently located on the Pease Tradeport in Portsmouth, NH. AVID specializes in the design and manufacture of automated precision test and measurement equipment for the global plastic and glass packaging industry. AVID is a market and technology leader with customers located throughout the United States, Canada, Latin America, and Europe.

### **About the Field Service Technician Position**

AVID maintains a reputation for customer service excellence through rapid response, deep technical and industry knowledge, and effective post-sale service and support. As a customer-facing member of the Field Service team, you will travel to customer sites throughout the United States, Canada, Latin America, and Europe and provide in-plant services on AVID Corporation equipment.

The Field Service Technician is primarily a travelling role, requiring 50-70% travel in a typical month. While in the field, you will calibrate, repair, install, and otherwise maintain AVID's line of test and measurement equipment.

While in the office, you will provide remote phone and computer support, plan upcoming service visits, and assist the manufacturing and delivery teams with new instrument qualification and setup. AVID places high value on a healthy work-life balance, and does not require travel on weekends.

### **Responsibilities**

Following a 3-to-4-month orientation and training phase, primary responsibilities will include:

- Providing scheduled maintenance, calibration, and emergency repair services at customer facilities.
- In-house setup, testing, and qualification of new instruments.
- Troubleshooting & resolving customer questions and technical support issues via calls, emails, and field work.
- Repairing / testing customer equipment and subcomponents returned for service.
- Contacting and arranging service schedules with customers and AVID support management, and making necessary travel arrangements.

### **Job Requirements**

Successful candidates will possess critical/analytical thinking skills, a demonstrated history of successfully solving complex problems, and the ability to learn and apply new skills. The candidate must be self-starting, self-motivated, and adaptable to changes. FSTs work with minimal supervision in the field, and are expected to demonstrate initiative.

- Education: Associates degree, but relevant technical experience or training will also be considered.
- US Passport, or the ability to acquire a US Passport (some international travel is expected in this role).
- Reliable personal transportation.
- Proficiency with MS Office.
- Good mechanical aptitude.
- English language fluency (verbal and written) is required for this position.
- Strong written and interpersonal communication skills.
- Excellent time and schedule management.

### **Physical Requirements**

- The following physical demands are representative of those that are typical of the primary functions of this position. While performing the duties of this job, the employee is required to frequently stand, kneel, squat, bend, crawl, and walk; use hands to handle, or feel; reach with hands and arms; and talk; or hear. The employee must have range of motion in order to operate hand tools, e.g., ratchets, wrenches, screwdriver, hand-held power tools. The employee must be able to routinely lift and/or move up to fifty (50) pounds. Vision abilities required by this job include close vision, distance vision and ability to adjust focus.
- Frequent travel via aircraft, shuttle buses, and rental cars with 50+ pounds of tools, equipment, and personal belongings is routine.

### **Preferences**

The ideal candidate will also experience in one or more of the following:

- Prior experience in a role or position that required frequent travel.
- Prior experience in a role maintaining/repairing lab equipment or similar instrumentation.
- Prior experience in an electrical and/or mechanical troubleshooting role.

### **Benefits**

- Competitive salary.
- Two-week end-of-year holiday shutdown.
- 14 paid vacation days.
- Generous illness and medical appointment policy.
- Extremely generous travel and entertainment policy, including gym passes, travel upgrades, and other “quality of life on the road” perks.

### **Contact**

- LinkedIn
- [hiring@avidvision.com](mailto:hiring@avidvision.com)
- please include “FST Position” in the subject line.