

Field Service Technician – Job Description | Sauer Compressors MX

At Sauer Compressors MX, we are looking for a talented and experienced Technician for the position of Field Service Technician. This position will cover the Mexican territory and all Central American and Caribbean countries, will be involved in technical service activities for maintenance, repairs, warranties, commissioning and technical support within our region. This includes high pressure compressors and auxiliaries, both from our rental fleet and owned by our customers. (This position will be reporting directly to the Service Coordinator).

Responsibilities

- Performs general maintenance and commissioning of packages in the field
- Performs maintenance and troubleshooting of electrical and mechanical systems
- Performs administrative tasks such as updating CRM, service reports, preparing service quotes, and following up on warranty claims
- Provides assistance to customers by answering service calls, inquiries, and email questions
- Participates in bidding for annual/periodic service contracts
- Has a customer-centric mindset and is well prepared for service assignments
- Able to load or program PLCs and change required setpoints on controllers
- Performs other duties as assigned

Required Skills/Experience

- Bachelor's degree or qualified technician in a related field (automotive mechanics, machine tools, industrial mechanics) or relevant experience in the compressor industry or similar (at least two years)
- Must have a strong mechanical aptitude
- Must have previous experience in an industrial or mechanical environment
- Ability to read general wiring schematics and P&IDs
- Must have theoretical, practical, technical mechanical knowledge in compressors
- Must be detail-oriented and have competent computer skills, especially in the use of Microsoft products
- Must be able to create and interpret reports
- Must work independently, make good decisions, and work as part of a team
- Must communicate well with clients and can articulate complex concepts
- Must maintain a high level of responsibility and accountability
- Must be a quick learner and adapt well to changing environments
- Must have the ability to multi-task and prioritize responsibilities
- Must have time management skills to ensure 100% job completion
- Must have the drive to learn new products and methods, as well as leverage past experiences to help improve the company's products and methods
- Must regularly use CRM software to manage accounts
- Must be proactive - able to anticipate problems and provide solutions
- Must have the mental agility to handle confidential and sensitive company information
- Good communication and organizational skills
- Excellent written and verbal communication skills in English
- Requirements to travel at least 75% of the time. Inside and outside of Mexico
- Adaptability to multicultural and multinational integration
- Valid passport and US Visa

Benefits and Compensation

- Salary according to experience
- Fixed salary
- Commercial commissions
- Major Medical Expense Insurance (after completing the first 3 months of contract)
- Life Insurance
- All benefits under Mexican law
- Growth opportunities

SAUER COMPRESSORS MEXICO S.A. DE C.V.

Calle Séptima 300, Suite 910
Parque Industrial Monterrey
Apodaca, Nuevo León, México
C.P. 66603

Síguenos:



www.sauercompressors.mx