

# Field Service Technician

## The Company

VES and Artex Barn Solutions have recently merged to create VES-Artex, the premier technology solutions provider for environmental systems in agricultural facilities. The combined company will be based in its new Global Headquarters and Innovation Center in Chippewa Falls, Wisconsin, while leveraging both companies' operations throughout the United States, Canada, Latin America and the rest of the world.

The creation of VES-Artex integrates each organization's focus on animal wellbeing as the foundation for agricultural success, while strengthening its capabilities to impact agricultural operational performance through connected technologies and the Internet of things (IoT). This research-driven approach brings together veterinarians, designers, product experts and dairies working together to design and build facilities to optimize animal wellness, reproduction, and productivity specifically for local climates and herds.

## Job Summary/Purpose Statement:

This REMOTE technician oversees and inspects projects at various stages to ensure strict adherence to plans, specifications, regulations and schedules. They also apply their knowledge to identify shortcomings or substandard work and ensure conformity with any other requirements. Other responsibilities include maintaining a professional relationship with contractors, consultants, engineers and business or property owners.

The Field Service Technician resolve's minor issues that arise with contractors, though major problems or matters of policy are referred to supervisors. New instructions for each department are often issued by the supervisor and the technician inspects and ensures compliance with those requirements.

He or she creates progress reports and ensures that the right materials are used for each task. Hours, labor and payment required for each phase of work also are a function of the Field Service Technician.

The Field Service Technician works primarily with engineers, superintendents, consultants and contractors.

## Required Skills/Abilities:

Knowledge of mechanical, electrical and controls systems, able to work well both independently and collaboratively in a team environment, strong organizational, time management, self-discipline, problem-solving and decision-making skills, excellent customer relations and interpersonal communication skills including a high degree of diplomacy, basic computer skills including Word and Excel.

Position involves installing, troubleshooting & repairing agricultural and industrial ventilation, fogging and lighting equipment. Developing repair instructions and manuals in partnership with engineering team members.

Level I Field Service Technician may be required to travel 75 - 80% travel, overnight and international travel. Must be comfortable with working in a dairy environment with varied environmental environments.