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Financing & Leasing Solutions

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AMERICAN STANDARDS
US ONSITE SUPPORT

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AND WE DELIVER IT EVERY DAY



Job Posting Field Service Technician

Job Summary: The Field Service Technician is responsible for providing superior technical support to customers in the Stone Industry. Customers are located in various areas across the United States, Mexico, and Canada.

Duties and Responsibilities Include the Following:

- Perform installation, periodic maintenance, troubleshooting, programming, and repair equipment. (although initial training will be provided; previous experience is a must).
- Provide technical, operational, and maintenance training on equipment.
- Document service activities and all related expenses.
- Provide feedback to supervisor for Periodic Maintenance program and design improvement initiatives.
- Attend trade shows to set up and tear down equipment and be the technical representative to answer specific questions pertaining to the equipment during the show.
- Work closely with Denver USA team to follow up service calls, leads, social media, etc....
- Promote DENVER USA equipment while in front of customers.
- Rebuild and repair machinery at other facilities.
- Maintain a high level of professionalism at all times.

Education, Experience & Skills:

- Strong communication skills (both verbal and written), organizational, and customer service skills are required.
- Associates Degree in Engineering or equivalent experience preferred but not required.
- The ability to read wiring diagrams and pneumatic diagrams.
- Experience in the stone industry servicing mechanical, electrical, electronic, and CNC control devices
- Experience as a traveling technician is a plus.
- Competent with power tools (drills, grinders, reciprocating saws, etc.)
- Knowledge of Microsoft Office (Outlook, Word, and Excel).
- Bi-Lingual –English/Spanish a plus.
- Must have a valid driver's license and a clean driving record.
- Ability to work alone and with a team

Reports to: DENVER USA Operations Manager



DENVER USA Inc.
5901 Gun Club Road,
Winston-Salem, NC. 27103

www.denverusamachinery.com
info@denverusamachinery.com
Tel. 336 250 6590