



**Job Title:** Field Service Technician

**Department:** Production

**Reports to:** Sales Manager

### **Company Overview:**

Western Marine Electronics (WESMAR), based in Arlington, WA is a world leader in the design and manufacture of sonar for the commercial fishing industry, and marine equipment for propulsion and stabilization of yachts and commercial marine vessels.

Founded in 1965, WESMAR pioneered technology advances in sonar and radar. WESMAR was the first company to introduce counter rotational dual propeller bow and stern thrusters and introduced significant advances in stabilization technology for yachts and work boats.

Due to growth and expansion into our new facility in Arlington, WA we are seeking qualified candidates for the position of a Field Service Technician.

### **Position Overview:**

Performs skilled technical work involving installation, commissioning, servicing, maintenance, and repair of Wesmar products and systems.

### **Responsibilities:**

- Installation, servicing, maintenance and repair of Wesmar mechanical and electrical products.
- Provide training to customers for commissioning Wesmar systems in the field, including onboard vessels at sea.
- Apply knowledge to decision making for servicing, maintenance, and repair of mechanical and electrical devices associated with marine systems.
- Identify and analyze field failures.
- Communicate and work closely with operators, engineers, safety personnel.
- Compiles data, resolves disparities, and modifies processes to generate plans, keeps detailed field service reports and timecards.
- Resolves routine issues independently, consulting with supervisor to develop plans for resolution of complex and unusual problems.
- Identifies and disseminates lessons learned, best practices and methods, tools, consistencies and inconsistencies across plans.
- Research, understand and comply with local and international cultures, laws and regulations.
- Communicate and work closely with operators, engineers, safety personnel.
- Represent Wesmar in a professional and positive manner at all times
- Complies with all safety rules.
- Other duties may be assigned



### **Qualifications:**

- Associate's degree (A.A.) or equivalent from two-year College or technical school; or related experience and/or training; or equivalent combination of education and experience.
- Training in mechanical and electrical maintenance, assembly and repair of Wesmar Marine products would be ideal.
- Ability to read and comprehend instructions, technical and procedure manuals, short correspondence, and memos.
- Ability to write routine reports, analysis reports, correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Proficiency in writing reports, business correspondence and manuals
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Computer/Technology Experience:**

- Proficiency with Microsoft Word, Excel and Outlook

### **Certificates/Licenses:**

- None Required

### **Work Environment:**

- Varied environment including manufacturing shop floor and standard office environments with desktop business equipment and frequent telephone calls.
- Noise level is moderate.
- This position will also be required to perform duties under potentially hazardous conditions including shipyards, offshore and at sea on vessels.

### **Physical Demands:**

- Regularly required to sit for long periods.
- The employee must constantly reach with hands and fingers.
- Employee must be able to work in close contact with small and large groups.
- Frequent hearing and talking is required.
- The employee will be required to lift up to 75lbs. on an occasional basis.
- Due to the nature of our marine systems and applications, it may occasionally be necessary to move and maneuver loads in excess of 75lbs, in such cases the Service Tech shall seek assistance or utilized mechanical aids as necessary to ensure that no individual is subjected to loads in excess of 75lbs.
- The employee will be required to climb (stairs) and work at varied heights in all weather conditions at remote national and international locations.
- Flies' commercial airlines to various locations and drives rented vehicles and/ to work sites.
- Must be able to work offshore in marine vessels and close quarters.



- Must be able to work nights, weekends or holidays at national and international locations.

**Compensation:**

- Depends on Experience

**Benefits:**

- Medical / Dental / Vision / Life
- 401K
- Optional additional life insurance
- Paid Holidays / Vacation
- Employee Recognition Programs

Please submit your resume through email to [HR@wesmar.com](mailto:HR@wesmar.com).