



Job Description – Service Engineer

Reports to: Service Manager

Summary/Purpose of Job:

This position requires a unique and diverse skill set. Daily duties will include onsite or remote troubleshooting and repair of natural gas and biogas reciprocating engines. Knowledge and experience with power generation and CHP equipment is a must. The applicant should be capable of troubleshooting all ancillary components such as fuel systems, motors, pumps, switch gear, relays, protective relays, and controls PLC's. An understanding of the interaction between reciprocating engines, 24VDC controls, and medium to high voltage electrical generation equipment is essential. Candidates should be capable of working alone and with other team members. Candidates must be organized, analytical, and possess the skills to diagnose malfunctions. Candidates must have excellent customer service skills. Communication with customer and colleagues via phone, email, text and in person is required. Candidates must be willing and able to travel to jobsite locations throughout North and South America, as such applicants must possess a valid passport. Experience with IP networking systems is needed but can be taught. Additional responsibilities of the position include: emergency repairs, scheduled preventive maintenance, major overhauls and their ancillary equipment. Technicians are involved in electrical and mechanical testing, as well as calibrating various equipment. Technicians will frequently work with electrical schematics and wiring diagrams. Technicians will work with lean and rich burn engines and should be capable of learning emissions control systems and exhaust gas treatment systems. Technicians must be able to collaborate very closely with, colleagues in our factory, system engineers, trouble shooting specialists, and various administrative personnel to insure remediation of customer issues, timely invoicing, and improvement of the product and processes.

Main Duties and Responsibilities:

- 1) Performing technical advisory duties on the phone, assisting system operators and regional field service technicians.
- 2) Monitoring system performance via remote control on-line, diagnoses technical malfunctions/operator errors, and provides solutions.
- 3) Answers telephone calls from system operators and field technicians, and provides technical guidance.
- 4) Direct critical cases that are difficult to solve to appropriate specialized personnel when necessary, as well as respond to questions (both verbal and written) and facilitate responses on complex technical issues; follow up with management to ensure requests are carried out and action is coordinated.
- 5) Regularly travel to jobsite locations throughout the US to perform preventive maintenance, scheduled & unscheduled service, and troubleshooting, mechanical & electrical repairs on natural gas and biogas engines, generator sets, and CHP power generation equipment.



- 6) Involvement in engine overhauls, electrical & mechanical testing and calibration.
- 7) Regularly improve and update product knowledge by participating in educational and product training opportunities.
- 8) Update technical records, and compile service & maintenance reports.
- 9) Maintain designated project & service record folders, and practice good record keeping.
- 10) Contribute to a pleasant and positive work atmosphere where all team members feel important and responsible.
- 11) Adapt to the diverse needs of a small team and address internal and external requirements with flexibility and creativity.
- 12) Perform other such tasks as needed and as requested by the Service Manager.

This description contains information necessary to describe and evaluate the job. It should not be construed as a detailed description of all work performed, but indicates the kinds of duties and skills expected.

Non-Essential Duties and Responsibilities:

Assists the Company in any necessary duties to achieve Company goals. Performs other related duties as assigned.

Authority Selections:

Limited supervision. Work is performed to a large extent on own responsibility after assignment, with some choice of method. Occasionally develops own method.

Judgment Decisions:

Mistakes and errors in judgment are moderate in nature and expensive to correct.

Disclosure of Information Selections:

This position involves regular work with confidential information of major importance, which if disclosed may be detrimental to the company's interests.



Skills Required:

- The candidate must have a strong engine and electrical background with the ability to display a high level of skill and understanding regarding internal combustion engines, generator sets, ideally natural gas engines, but will consider applicants that have experience with other EPG engine technologies (e.g. compression engines).
- Will also consider technicians that have a more holistic background and excellent experience and track record in the area of complex technologies like aircraft engines and turbines.
- Must be able to complete technical start-up of gas engines and CHP power systems.
- Independently diagnose and repair power systems.
- Basic working knowledge of advanced controls, safety shut-downs, circuit breakers and control panel wiring.
- Must be available to work over-time and occasionally travel on weekends.
- Must be willing to travel between 50 and 100 days a year.
- Must be able to work independently.
- Excellent written and verbal communication skills and demonstrated proficiency composing written communications.
- Outstanding interpersonal skills.
- Excellent telephone skills and computer knowledge.
- High energy level, comfortable performing multifaceted projects in conjunction with day-to-day activities.
- Resourceful, well organized, highly dependable, efficient and detail oriented.
- Must present a positive, professional, and team player attitude.
- Must be flexible and able to adapt to change quickly.
- Must possess a valid driver's license with less than three moving violations in the past three years.
- German language skills would be a great advantage, but is not required

Education & Experience:

- High School Diploma or GED as a minimum.
- Formal training in reference to engines, complex mechanical & electrical systems.
- Preferable a person with some practical training / education (e.g. apprentice program, etc.)
- Technical Degree or Certification (e.g. trade school or EGSA) a plus.
- 3 to 4 years' previous job experience.
- The candidate would normally have attained the required skills and knowledge through completion of adequate coursework / training, combined with related practical experience.
- Microsoft Office software proficiency.
- Able to read electrical schematics and equipment mechanical drawings.



Physical Requirements of the Position:

Medium work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 5 pounds of force constantly to move objects.

Communications Requirements of the Position:

In an 8-hour day the employee must communicate with various customers, partners, colleagues, factory personnel, and must be able to constantly adapt his/her communication style to suit the different cultures.

Vision Requirements of the Position:

Vision requirement equal to that for machine operators, mechanics, and skilled trades people whose work deals with machines such as lathes, drill presses, power saws and mills where the seeing job is at or within arm's reach.

Conclusion:

A review of this description has separated the marginal functions of the position that are incidental to the performance of fundamental job duties. All main duties and requirements are essential job functions.

All job requirements are subject to possible modification by the Company as deemed necessary.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.