



Job Title: Service Technician/Engineer
Reports to: Service Manager

Don't like being stuck at a desk all day doing the same thing everyday? Want to travel, work on cool stuff, and make much more money than a regular 8-5 job? This could be your opportunity!

Benning Power Electronics makes Uninterruptible Power Supplies (UPS), battery chargers, and backup power systems for some of the largest companies in the world in the chemical, telecommunications, and public transportation industries. We serve a niche market by providing high-reliability, customized solutions instead of mass-produced standard products. Our equipment is used in critical applications that cannot tolerate a loss of power. Benning is a global company based in Germany with offices in many countries; the US subsidiary located in Richardson, TX, is responsible for sales, engineering, manufacturing, and field service in the US, Canada, and Mexico.

We are seeking people whom we can train to perform field service on our equipment. If you understand the basics of electricity and power conversion equipment, we can teach you how to test and repair our products.

Duties and Responsibilities:

- Travel to customer sites (approximately three weeks per month) throughout the US, Mexico, and Canada to perform equipment service such as commissioning, repair, and routine maintenance
- Trips are typically one to five days in duration with some lasting several weeks, mostly weekdays with some weekends, and approximately 50% nightshifts
- Site activities include verifying the correct installation of the equipment, performing functional tests to verify correct operation, electrical troubleshooting to determine the root cause of problems, loading new software, making changes to control system settings, and replacing components such as wiring, fuses, circuit breakers, capacitors, power modules, Printed Circuit Boards (PCB), etc.
- Write detailed reports describing the work performed for every trip including photos and schematics
- Track expenses, travel time, and work hours in adherence with company policy
- Occasionally be on call during days, evenings, and weekends to provide troubleshooting guidance over the phone/computer
- Conduct yourself professionally during all customer interaction and communication as expected by a premier company and in adherence with company policy
- Perform routine testing of products (including troubleshooting and repair) in our factory when not traveling to customer sites
- Continuously increase knowledge and skills for existing and new products

Qualifications:

- Willingness to travel approximately three weeks per month, work flexible shifts, and adapt to changing schedules
- Understanding of electricity as it relates to AC and DC power conversion equipment
 - Real and reactive power in AC systems
 - Three-phase power systems
 - Basic components and operation of rectifiers and inverters

- Transformers, relays, circuit breakers, fuses, etc.
 - Grounding practices
- Basic understanding of digital electronics
 - Digital inputs and outputs
 - Serial communication such as RS232, CAN Bus
- Ability to read and understand electrical schematics, wiring diagrams, one-line diagrams, etc.
- Proficient in the use of test tools such as oscilloscopes, multi-meters, load banks, etc.
- Ability to methodically and efficiently troubleshoot and fix problems due to electrical hardware, parameter settings, or customer misoperation while working in the high-pressure environment of a customer site
- Physical ability to perform repairs on equipment that involves lifting, bending over, working on small enclosures, crimping wires, adjusting lugs, etc.
- Willing to self-educate, learn, adapt, and perform different roles as required in a dynamic work environment
- Strong English speaking and writing skills to avoid misunderstandings or legal liabilities with customers
- Experience performing field service work for UPS', rectifiers, inverters, DC-DC converters, or other power conversion equipment is highly desired
- Associate of Science in Electrical Engineering (ASEE) or Bachelor of Science in Electrical Engineering (BSEE) is highly desired
- Fluency in Spanish and/or German is a big plus but not required

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.