



PO Box 399
Pullman WA 99163 USA
TEL: 509 332 7526
FAX: 509 332 0485

www.metriguard.com
sales@metriguard.com

Classified Advertisement

Field Service Specialist

FT. Requires hands-on computer, electronic & mechanical trouble-shooting experience in industrial or manufacturing setting; 2-yr Engineering and/or Electronic Tech degree or equivalent; strong mechanical, computer, written & oral communications skills. This position requires extensive domestic & international travel. Must be non-tobacco user and willing to locate in Pullman WA area.

Applications accepted until position is filled.

For more info & application:

Metriguard, Inc.

Attn: Laura Warnecke

PO Box 399

Pullman WA 99163

tel: 509-332-7526

email: employment@metriguard.com

www.metriguard.com

Metriguard Inc., a leading developer of electronic and mechanical equipment for testing wood products, has an immediate opening for a full-time Field Service Specialist. Position requires hands-on electronic & mechanical trouble-shooting experience in an industrial or manufacturing environment; a two-year or greater degree in Electronic Technology or equivalent; strong mechanical skills; computer proficiency; excellent verbal and written communication & customer service skills; and willingness to travel domestically & internationally.

Successful applicant must be a non-tobacco user and willing to locate in Pullman WA area. Metriguard offers a compensation/benefits package.

General Information

Metriguard designs and manufactures electronic and mechanical equipment for testing and grading wood products including dimension lumber and veneer for laminated wood products. This equipment is used worldwide by sawmills, wood products companies and research facilities. Wood product manufacturers can maximize profit by using Metriguard equipment to measure physical properties of lumber and then grade or sort that lumber so it goes to the best end use.

Many of Metriguard's products were developed from customer-identified needs and problems. Metriguard equipment measures modulus of elasticity, bending strength, compression strength, shear strength, tensile strength, stress wave propagation time, density, moisture content, defect detection, wood fiber angle and/or amount of fiber alignment. Metriguard innovations have enhanced traditional forest products testing equipment, and new equipment introduced by our company has become the industry standard. Metriguard incorporated in 1973.

Location

Metriguard employs 23 people, including 7 Engineers at our modern office and manufacturing facility in Pullman, Washington. Pullman is a city of 24,000 people located in the beautiful rolling wheat fields of eastern Washington about 70 miles south of Spokane, Washington.

Position Description:

Full-time position. Hours: 8:00 a.m. to 5:00 p.m. (typical in-office); all hours and weekends as necessary for field service and when on location; 24-hour on-call approximately every 2 months (rotated among sales and service personnel on a weekly basis). This position requires significant travel to various customer locations and time out of the office. Travel is by motor vehicle and/or commercial aircraft. Trip length varies from 2 days to 6 weeks, with most in the 1 to 2 week range.

Duties:

- Install and service Metriguard systems (including computers, electrical, electronic, and mechanical components) at customers' plant locations around the world.
- Train customers' staff on safety plus proper operation, calibration, and repair of Metriguard equipment.
- Provide phone- and/or email-based technical support to customers.
- Provide written follow-up reports covering tasks completed and recommendations for future action to both Metriguard's Service Manager and the customer.
- Maintain database records of customer contact.
- Visit customer sites to promote sales of Metriguard products.
- Assist Metriguard engineers in improving Metriguard products and product line.
- Prepare and present training materials to Metriguard staff and customers.
- Staff Metriguard's booth at tradeshow and conventions.
- Assist with shop assembly/testing during idle service time.

Qualifications:

- Computer proficiency, especially with spreadsheet and word processing application programs.
- Strong customer service and problem-solving skills.
- Ability to travel domestically and globally (U.S. passport required).
- Hands-on experience with computer trouble-shooting.
- Hands-on experience in mechanical trouble-shooting.
- Hands-on experience in electrical/electronic trouble-shooting.
- Strong verbal and written communication skills.
- Ability to think and reason beyond a basic checklist.
- Familiarity with industrial plant environments.
- Two-year technical degree or equivalent.
- Non-tobacco user.

Application Process

To apply for this position, please send a cover letter and résumé, plus a completed, signed company Application for Employment form (enclosed) to:

Metriguard Inc
Attn: Laura Warnecke
PO Box 399
Pullman WA 99163

Or electronically to: employment@metriguard.com

Deadline for Applications: None. Applications accepted until position is filled