

# **RobotWorx**

a SCOTT company

Robot Technician 5

## Job Description

**Exempt:** No

**Department:** Production

**Reports To:** Production Manager

**Location:** 370 W. Fairground St. Marion, Ohio 43302 BAY 1

### **GENERAL DESCRIPTION OF POSITION**

This position is responsible for increasing the support of customers by providing assistance across the product range including that of system integration, programming, run off, installation and start up both at RobotWorx and at the customer's site. Responsible for general day to day robot technician capabilities working both independently and as a team to meet and exceed customer expectations. Also expected to build/ maintain the customer relationship and RobotWorx reputation as a quality and trusted automation solutions provider.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Integration, Repairs, and Product Improvement
  - a. Coordinate with sales, project, and engineering teams to build and integrate robotic systems by manufacturers including that of Fanuc, Motoman, ABB, Universal Robots, and KUKA.
  - b. Hands-on integration, modifying and repair of robot and equipment to meet required customer specifications.
  - c. Assist the project team in developing necessary project processing parameters
  - d. Perform engineering and manufacturing functions for retrofit projects including, but not limited to, customer contact, hardware design, software design, scheduling, materials coordination, build, and implementation
  - e. Provide PLC programming assistance both in-house and in the field.
  - f. Safely and professionally operate common power and hand tools and general workshop equipment
  - g. Plan, schedule and deliver completed work to meet agreed deadlines, working as a team or as an individual
  - h. Hands-on assistance with R&D and product improvement activities
2. Onsite Equipment Installation, Client Training and Customer Support
  - a. Assisting the customer's needs by installing the robot and equipment into place, training their staff to operate the equipment and provide support to the customer, either on-site or remotely by phone, video conference, and/ or remote access communications from off site.
  - b. Being professional, helpful, commercially aware and safety conscious as a representative of the company at all times
  - c. Being available outside normal hours of work to assist with customer support when necessary
3. Local 6S practices, Inventory upkeep, and site sustainability
  - a. When the Tech is Local and not working on a Deliverable, they will be expected to ensure our worksite meets 5S standards and assisting in the management of Inventory, Spare Parts, and Test Equipment.
4. Reporting and Documentation
  - a. Keeping accurate and up to date records on all aspect of work done, using existing documents and processes
  - b. Performing Quality Control inspections to ensure project is complete
  - c. Perform system run-offs to the satisfaction of the customer while meeting contractual agreements
  - d. Preparing service reports as necessary.
  - e. Prepare expense reports as necessary.
  - f. Proficient with MS Office products.
5. General
  - a. To keep up to date on Scott Technology Ltd practices and policies with the company publishing notice of applicable changes and amendments as required.

- b. To comply with local health and safety compliance procedures to meet both legislative and standards as communicated by the company and consistent with the companies Health & Safety Management system.
- c. Where appropriate, to manage company compliance as required by legislation or best practice.
- d. To ensure their own personal career development and that of the team is encouraged with attendance at appropriate educational courses and training organizations. In particular, will achieve and maintain appropriate expertise in people relationships, employee motivation and effective management.
- e. Will be involved and support the Group's Continuous Improvement Program to ensure we deliver high quality products and services in less time. Involvement will typically be within improvement project teams or kaizen events as a team participant or team leader.

Perform any other related duties as required or assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Must be fully trained on use of the robot and controller, including all software options and hardware.
2. Minimum (4) years programming experience with two or more of the following: Fanuc, ABB, Motoman, KUKA, or Universal Robots
3. Minimum (2) years' experience with PLC's
4. Must have the ability to implement advanced robotic functions (line, vision, safety, welding, etc.) independently
5. Associate's Degree or specialized schooling/on-the-job education in a specific skill area
6. CAD experience (SolidWorks, AutoCAD, etc.); the ability to proficiently create and read schematics or drawings
7. Electrically qualified to understand, troubleshoot, and service 480V 3 phase electrical equipment
8. The ability to complete integration and programming of a complex robotic system with support from the Electrical Controls Engineer
9. Excellent problem solving skills
10. Self-motivated, confident, able to conduct training in small groups. Proficient and professional verbal and written communication, including group training
11. Microsoft Office, Sales Force, Remote and other software applications
12. Commercially aware of costs and sales opportunities
13. Must be at least 18 years of age.
14. Must have a valid driver's license
15. Ability to pass physical, drug screen and reference check.
16. Good mechanical and technical comprehension, interpersonal and organizational skills.
17. Ability to work well under pressure.
18. Must be able to pay attention to detail, follow detailed processes and reporting requirements.
19. Must be able to secure and maintain fork lift driver certification
20. Must have the ability to multi-task.

### **EDUCATION AND EXPERIENCE**

Associate's Degree or specialized schooling/on-the-job education in a specific skill area. Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training. Or equivalent combination of education and experience.

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

None.

### **SUPERVISORY RESPONSIBILITIES**

None

### **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence. Ability to effectively communicate information and respond to

questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

#### **MATHEMATICAL SKILLS**

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 prepare and interpret bar graphs.

#### **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

#### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

#### **MENTAL DEMAND**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.1

#### **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

#### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of highly complex machines and equipment; specialized or advanced software programs. (desktop/laptop computer and software, etc.)

#### **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

#### **PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

#### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

#### **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Forklift driver certification

Must have a valid driver's license

#### **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## SOFTWARE SKILLS REQUIRED

Intermediate: Robot Programming

Basic: Alphanumeric Data Entry, Database, Spreadsheet, Word Processing/Typing

Specific software includes: MS Office, Sales Force, CAD, Remote and other software applications

## PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is *continuously* required to stand, use hands to finger, handle, or feel, reach with hands and arms; *regularly* required to stoop, kneel, crouch, or crawl, talk or hear; and *frequently* required to walk, sit; *occasionally* required to climb or balance, taste or smell.

The employee must occasionally lift and/or move up to 50 pounds, occasionally lift and/or move up to 100 pounds with assistance, occasionally lift and/or move more than 100 pounds with assistance, frequently lift and/or move up to 25 pounds, regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include ability to adjust focus.

## ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is *regularly* exposed to work near moving mechanical parts, risk of electrical shock; *occasionally* exposed to work in high, precarious places, fumes or airborne particles, outdoor weather conditions.

The noise level in the work environment is usually loud.

## ADDITIONAL INFORMATION

Approximately 15-20% travel

## COMPANY VALUES/EXPECTED BEHAVIOURS

- **Customer Focus**
  - ✓ Building trust and confidence with our internal and external customers in the way we listen, engage and respond to their needs.
  - ✓ Add value and understand our customers' perspectives and expectations.
  - ✓ Innovate, be creative and think lean and efficient.
- **Teams who Trust**
  - ✓ Do what you say you will, respect, support others and always give your best
  - ✓ All actions and communications support one Team, one Company
  - ✓ Empower, share information and be accountable
- **Attitude and Integrity**
  - ✓ Be accountable for your actions, be positive, flexible and open minded
  - ✓ Take care of the company and our customers like they were one's own
  - ✓ Act with honour in everything you do
- **Results Matter**
  - ✓ Persist, have strength and act with urgency
  - ✓ Continually evaluate and measure progress and take action
  - ✓ Take part and share the celebration of change and success