



JOB DESCRIPTION – Field Service Lead Technician

Agrify is a rapidly growing developer of premium indoor grow solutions for the cannabis and hemp marketplace. Our comprehensive grow solutions have been developed with one mission in mind: to assist horticulturalists in producing the highest quality crop possible with consistency and superior yields. Agrify is a non-plant touching company. If you are driven, passionate about an emerging industry, and excited about the Agrify mission, we would love to hear from you. Agrify is equal opportunity employer.

The role is responsible for executing all processes in production while strictly adhering to cGMP, environmental health and safety guidelines and any other related regulations which could apply. He/She is expected to fully participate in both departmental projects and any quality working teams which may be applicable. He/She initiates new documents for procedures which are simple in nature and may also make minor revisions to existing documents. The incumbent can troubleshoot simple existing procedures. He/She may demonstrate procedures as a part of a training session and may schedule department or process activities which could involve coworkers.

SPECIFIC RESPONSIBILITIES:

- Field service for Agrify software and hardware
- Able to manage a service crew and/or general contractor in the field
- Provide technical support to customers.
- Installation, start-up, and commissioning.
- Instruct customers on-site in machine operation, safety, and maintenance.
- Travel up to 70% domestic travel.
- Participate on Continuous Improvement Teams.
- Receive and distribute supplies into production areas, as necessary.
- Train and mentor other team members.
- Revise and review pertinent documentation as appropriate.
- Assist in troubleshooting process problems and responding to alarms.
- May perform other duties as assigned.

QUALIFICATIONS:

Bachelors or Associates degree in electrical or mechanical engineering and/or electrical or mechanical engineering experience in an industrial environment is preferred or high school diploma and 10 years of related experience.

Experience with industrial equipment comprising of fluid systems, low and high volt electrical systems, as well as PLC or other logic-controlled methods preferred.

Special Skills: Electrical diagnostics, hydraulics, pneumatics, knowledge of Microsoft Office products and an understanding of PLC logic and CNC systems will be beneficial.