

SANDVIK MINING & CONSTRUCTION seeks a

Product Support Technician

Job Title: Product Support Technician

Job Opening ID: 311469

Location: Alachua, FL

Full/Part Time: Full-Time

Regular/Temporary: Regular

Sandvik Mining and Construction, the world's leading supplier of drilling and excavation machinery, equipment and tools for mining and construction industries, is currently looking for a **Product Support Technician** based out of the Alachua, FL location.

The Role

In this key role, the Product Support Technician is responsible for providing quality technical support and developing the technical competencies of the Sandvik regions support staff on blast-hole and DTH Cubex surface drills.

Key Performance Areas

- Must work in accordance to the Sandvik health and safety programs
- Provide timely technical service support to the SMC regions on all aspects of Sandvik rotary and DTH Cubex drills
- Provide field and factory operator and maintenance training on Sandvik rotary and DTH Cubex drills
- Troubleshoot Sandvik rotary DTH Cubex drills to resolve mechanical field issues
- Conduct classroom training for region, distributor and customer employees on Sandvik rotary and water well drill rigs as needed
- Support other internal departments with technical knowledge of Sandvik rotary and DTH Cubex drills
- Work in diverse cultures while traveling internationally to the Sandvik regions to provide technical support
- Work to improve the SMC regions specific product knowledge of the Sandvik rotary and DTH Cubex drills
- Review and maintain all field service related documents

You Profile

- Engineering degree or certification from trade school in heavy-duty mechanics with a strong electrical, pneumatic, and mechanical background
- Excellent overall troubleshooting skills, including but not limited to mechanical, electrical, pneumatic and hydraulic aspects of mining equipment on Sandvik rotary and DTH Cubex drills
- Ability to read and understand electrical, pneumatic, and hydraulic schematics
Must have minimum of 3 years customer service background preferably in mining or heavy equipment
- Advanced computer skills required with working knowledge of Microsoft programs, e-mail, and intranet.
Customer management database experience is preferred
- Must be available for up to 75% travel
- Ability to travel internationally for extended periods (4 to 6 weeks) at a time and to work at high elevations up to 5000 meters

Benefits

We offer a competitive compensation package. Generous benefit package includes life, health and dental insurance, paid vacation and holidays, and a 401(k) retirement savings plan.

How to Apply

For immediate consideration, please apply online at www.sandvik.com/career to the **Project Support Technician** position, **Job Opening #311469**.

Due to the expected volume of responses for this ad, only those under consideration for this position will be contacted. **EOE M/F/D/V**