



## Field Deployment Technician Job Description

### **Company Information**

RedZone Robotics, Inc. is a world leader in mobile robotic equipment design, development, manufacturing, and related services for cleaning, inspecting and rehabilitating pipes and tanks. RedZone was founded in 1987 as a spin-off from Carnegie Mellon University in order to meet the market demand for real-world field robotic systems. Over the past 20 years, RedZone has used its real world experience to create innovative and relevant robotic systems. RedZone's equipment was instrumental in the clean up of Chernobyl, Three Mile Island Nuclear Station, and nuclear waste storage tanks at Oak Ridge National Laboratory. Currently, RedZone is on the cutting edge of technology application to the potable water and wastewater industries.

If you are interested in a friendly, cooperative and exciting corporate environment where you will be continually challenged and opportunities abound, RedZone Robotics is the place for you! Learn more about us at [www.redzone.com](http://www.redzone.com).

### **Position Summary**

The field deployment technician reports to the Product Manager and is responsible for commissioning, troubleshooting and service of field deployed RedZone robotic systems. This is a hands-on position that will require gaining familiarity with the design, construction, testing and operation of the robot and support equipment. In addition to deploying, maintaining, and troubleshooting the robots, the technician will be required to train customer crews to do the same. The technician will also conduct beta deployments for the sales team, and thus should also be presentable, personable, positive and well spoken as a primary point of contact with the customer. This position requires heavy travel, often on short notice.

### **Responsibilities**

- Primary responsibilities are to deploy robots and train customer crews
- Troubleshoot and service field deployed robotic systems
- Provide training to customer and internal deployment crews
- Document system failures and service history
- Provide feedback for design, operation, and maintainability improvements
- Support engineering in execution of field upgrades
- Position will occasionally require direct customer contact and ability to manage customer expectations and concerns while also maintaining RedZone's image as a professional organization with cutting edge capabilities
- For unfamiliar repairs, work with phone guidance from engineers at RedZone HQ

### **Requirements**

- Must have hands-on experience with electro-mechanical assembly and repair.
- Strong mechanical and electrical aptitude with the ability to read drawings and schematics for both
- Demonstrated ability in troubleshooting electrical and or mechanical systems
- Experience in machine tool or robotic designs and equipment integration/ installation a plus
- Expertise with Microsoft Office Products (Excel, Word, Visio and Power Point) required.
- Comfortable with computers in general, and with variety of software tools, ability to learn new software tools.
- The proven ability to work independently in the field while interdependent on headquarters staff
- Excellent verbal and written communication skills
- Outgoing personality, who works well as both a leader and a member of a team.
- Self-starter, enthusiastic, team player, committed, hard working, honest and effective.
- Ability to travel heavily, more than 70%, often on short notice
- Drivers license and good driving record required

### **Compensation**

- Competitive salary commensurate to experience
- Benefits include health, dental & life insurances, 401k & flex work hours
- Participation in company and individual bonus program

### **Contact Information**

Send your resume and cover letter to the address below via mail, fax, or email.

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### **Effective Date**

July 30, 2008

**RedZone Robotics is an Equal Opportunity Employer.  
We Thank, Value and Acknowledge All Applicants.**