



Field Service Technician

Overview:

Prevenio is a leader in food safety that is currently seeking an experienced Field Service Technician to join our fast-growing organization. You will be joining a dynamic team of talented individuals who are passionate about providing breakthrough solutions to prevent foodborne illness from entering the supply chain.

Job Description:

This position requires a driven and proactive individual who thrives in a fast-paced entrepreneurial setting and can work independently or as part of a team. A strong commitment to quality and continuous improvement is a must. As part of the Technical Service team, your primary responsibility is to ensure that customer food safety intervention systems and material performance are meeting / exceeding set standards for food safety. In addition, the Field Service Technician will be the face of the company on-site and responsible for identifying new opportunities within existing customers through problem-solving and service excellence.

Role and Responsibilities:

I. Lead contact to ensure equipment and materials supplied by Prevenio are meeting technical standards to drive value for our customers, including:

- Delivers innovation via continuous improvement opportunities based on customer feedback and on-site observations.
- Keeps customer and business informed of performance, floor conditions and parameters required to deliver effective bacterial control and optimum operational running conditions.
- Supplies weekly service and maintenance to accounts, along with reports detailing pathogen performance, equipment settings, application levels and problem resolution.
- Responds to and resolves technical issues at customers.
- Tracks equipment replacement and supplies documentation.
- Remotely monitors equipment to identify data/trends.

II. Responsibilities for Servicing our Existing Customers include:

- Maintenance Responsibilities
 - Ensures equipment and application are in good working condition and running within set parameters.
 - Maintains equipment and replaces worn materials as required. Documents replacement parts requirements.
 - Reviews plant parameters on floor to ensure meeting target settings and documents findings.
 - Prepares weekly updates and understanding dates/timing on performance level changes. Escalates issues/failures to management when they occur.
 - Contributes to business reviews with data, innovative solutions and potential next level improvements.
- Problem-Solving
 - Responsible to customer and company for solving issues.
 - Identifies and technically solves root cause issues to determine best course of action with our customers.
 - Documents resolution within follow-up documentation report to customer.
 - Understands government performance standards and key performance indicators for customer, including target and actual settings.
- Schedules daily service calls and quarterly business reviews with customer base.

Required Qualifications & Skills:

- Strong maintenance and technical skills, with mechanical aptitude and chemical knowledge (acids/bases)
- Excellent verbal and written communication skills
- Possesses strong hands-on work ethic and positive attitude
- Motivated self-starter with ability to work independently
- Strong skills in Microsoft Office Suite (Excel, Powerpoint, Word, Outlook)
- Valid driver's license required
- Commitment to safety

Preferred Qualifications & Skills:

- Associate degree or equivalent
- 2+ years of experience in the field
- Advanced pump and pH maintenance capability (hose changes, calibration, replacement)
- Knowledge and experience in food processing industry , particularly poultry
- Comfortable with up to 3-4 nights overnight travel per week
- Experience in customer-facing role

Physical Requirements:

- Must be able to physically perform the essential duties of the position which include lifting, stooping, kneeling, crouching, reaching, balancing, standing, climbing.
- Must be able to wear a respirator under certain conditions.

What we offer:

- Competitive Salary
- Excellent benefits: Including Health & Life Insurance, 401K, PTO and Holidays

All qualified applicants will receive consideration for employment without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, age, genetic information, or any other factors prohibited by law.

About Prevenio:

Headquartered in Bridgewater, New Jersey, Prevenio is a food safety company that is a leader in providing breakthrough, cost-effective, automated food processing solutions with superior pathogen protection that significantly enhance food safety for its clients and their customers in the protein and produce markets. With its mission to make the world's food supply safer for consumption through novel technologies that are both safe and sustainable, Prevenio utilizes a full system approach to deliver tailored solutions into these markets. The company's innovative solutions have proven effective against pathogens on processed fruits and vegetables and in delivering Category 1 Performance for the protein market.