



Viscofan USA, Inc.
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Job Opening - Technical Service Engineer

Respond to field technical issues at our customers in the meat industry, including but not limited to complaints of product quality, product application changes, equipment or product training, new business/product testing and scale ups, and courtesy calls including product/process audits.

This is a Full Time Position in the Midwest. Work is mainly Monday thru Friday during business hours, but can vary based on customer needs to include work and/or travel on weekends and during the night. Salary is mid \$40's per year.

Key Result Areas

1. Product Knowledge – Must learn and understand all four product lines (Cellulose, Fibrous, Collagen, Plastics), the key parameters of each, and how they are used by our customers when investigating product quality issues, helping customers change or improve specific applications, teaching customers about our products or equipment, performing initial or scale up product testing, or performing product or process audits.
2. Problem Solving – Must be able to research a process or product, either in person or through data and written accounts to ascertain possible root causes for a non-conformity. Should be able to determine possible corrective actions based on the root cause, including both product and process changes, corrections, or improvements.
3. Technical Report Writing – Must be able to write technical reports that describe the reason for a visit, the actions taken, and the results of those actions clearly, and within a short time frame after the visit. Must be well written, have good spelling and grammar and report facts in a concise manner.
4. Communication – Must be comfortable interacting with all levels of personnel at customer, from operators and maintenance personnel to supervisors, R&D and management to communicate, issues and findings during visits.
5. Data Collection – Must be able to take the appropriate measurements needed for each product line and problem and record the necessary data to report each problem/product. This includes, but is not limited to size, length, weight, time, and temperature measurements as well as basic statistics such as max, min, and averages.