



# Resident Maintenance Technician

Fulltime | Wilkes-Barre, United States

## WHO WE ARE

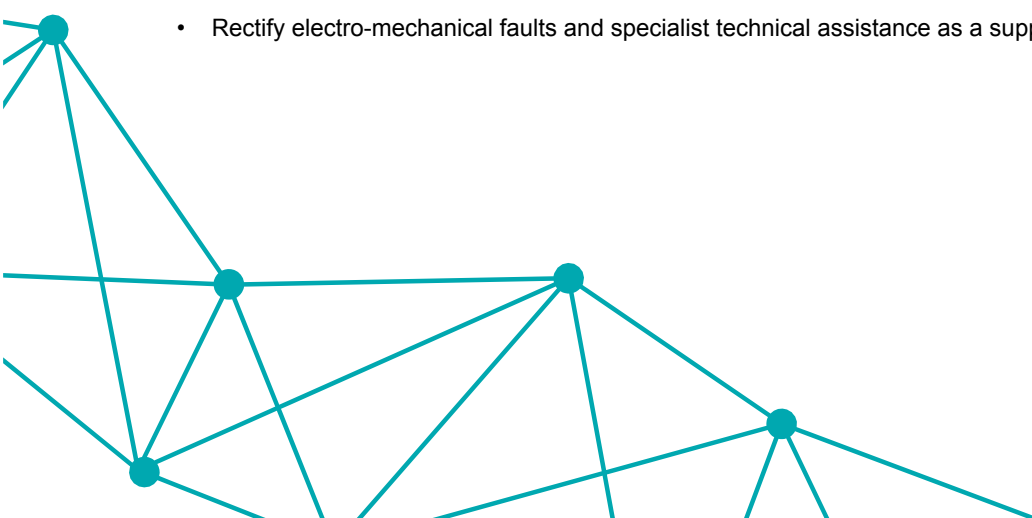
At KNAPP (pronounced K-NAP, not Nap!), we “Make Complexity Simple” by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer’s value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world’s industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing.

We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit [www.knapp.com](http://www.knapp.com).

## WHAT YOU GET TO DO

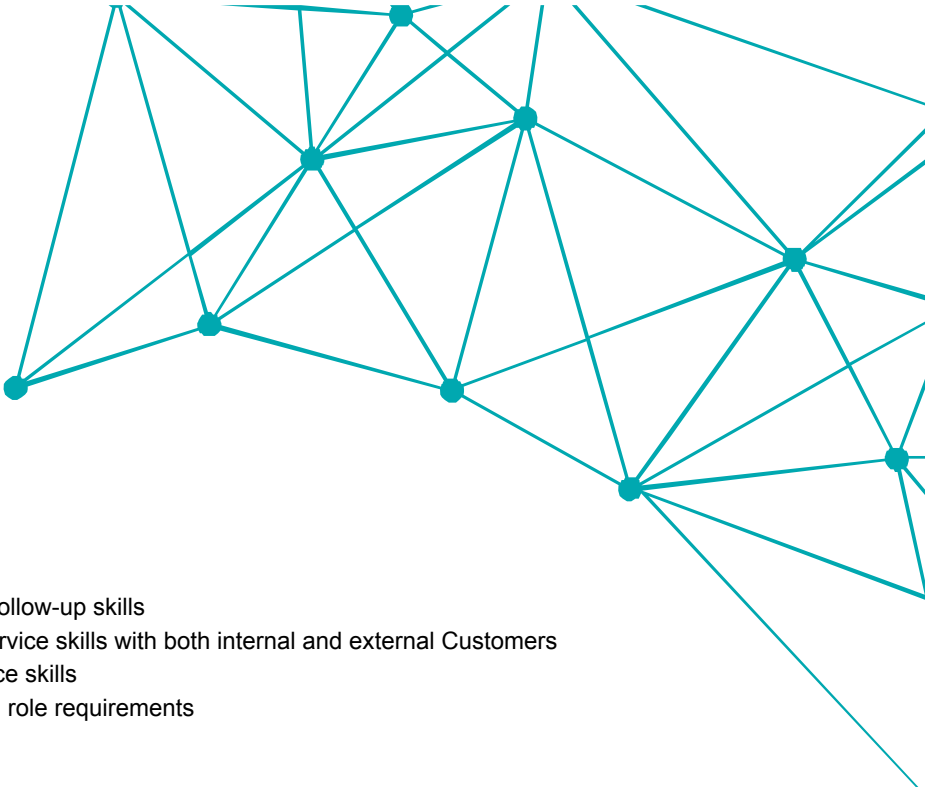
As a Resident Maintenance Technician, you will be expected to provide industrial Electrical/Mechanical expertise and be part of a team that works to maximize equipment utilization and efficiency. Essential Functions and Responsibilities:

- Rectify electro-mechanical faults and specialist technical assistance as a support technician



- Respond to emergency calls on Customer sites
- Be safety conscious in all activities, demonstrate a track record of owning problems and promote successful completion of the tasks
- Provide first-class response to Customer, ensuring as reasonably and practical as possible a first-time right policy
- Provide emergency breakdown and specialist maintenance support
- Handle set up and calibration of precision automation equipment
- Create strong effective working relationships with Customer and their operational agents to enable KNAPP to provide superior service
- Achieve performance in terms of expected output, speed of response, quality of repair and standards of workmanship
- Train customer's maintenance team as required
- Provide experience and expertise in the installation of conveyor and precision automation equipment
- Maintain quality of service by ensuring effective communication with customers
- Ensure that reports are well written and legible
- Execute site quality procedures, safety procedures, and any statutory procedures
- Participate in regular meetings with the Maintenance Shift Supervisor or Resident Site Manager or Site Maintenance Manager to discuss activities and progress, unless there is no on-site accountability in which case you would provide that information to the Resident Business Manager
- Provide specialist maintenance service support to the Customer's installed system
- Ensure that all spare parts usage issues are logged appropriately and promptly with the KNAPP Spare Parts team
- Ensure proper care and maintenance of the tooling and equipment are provided
- Provide flexibility and the best use of skills and capabilities
- Ensure that all time sheets and documents are accurate and legible; to be submitted to KNAPP on biweekly basis for approval
- Experience in mechanical strip-down/reassembly, basic field wiring, machine calibration and system testing
- Ability to work against a timeframe to complete reactive repairs
- Interact with on-site management keeping them informed of repair and maintenance progression and addressing their concerns in a professional manner
- Show hands-on ownership of issues to achieve a quick time resolution
- Ability to appreciate health & safety considerations with regard to given tasks and to carry out risk assessments
- Mechanical aptitude, including the ability to read assembly drawings
- Ability to operate hand tools and assemble parts onto equipment
- Ability to follow set up instructions, assembly drawings and checklists



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- A decorative teal geometric pattern consisting of interconnected lines and dots, forming a network-like structure, located in the top right corner of the page.
- Strong attention to detail and exceptional follow-up skills
  - Excellent communication and customer service skills with both internal and external Customers
  - Computer literate with basic Microsoft Office skills
  - Willingness to learn and adapt to changing role requirements
  - Appreciation of cultural diversity

#### WHAT YOU HAVE

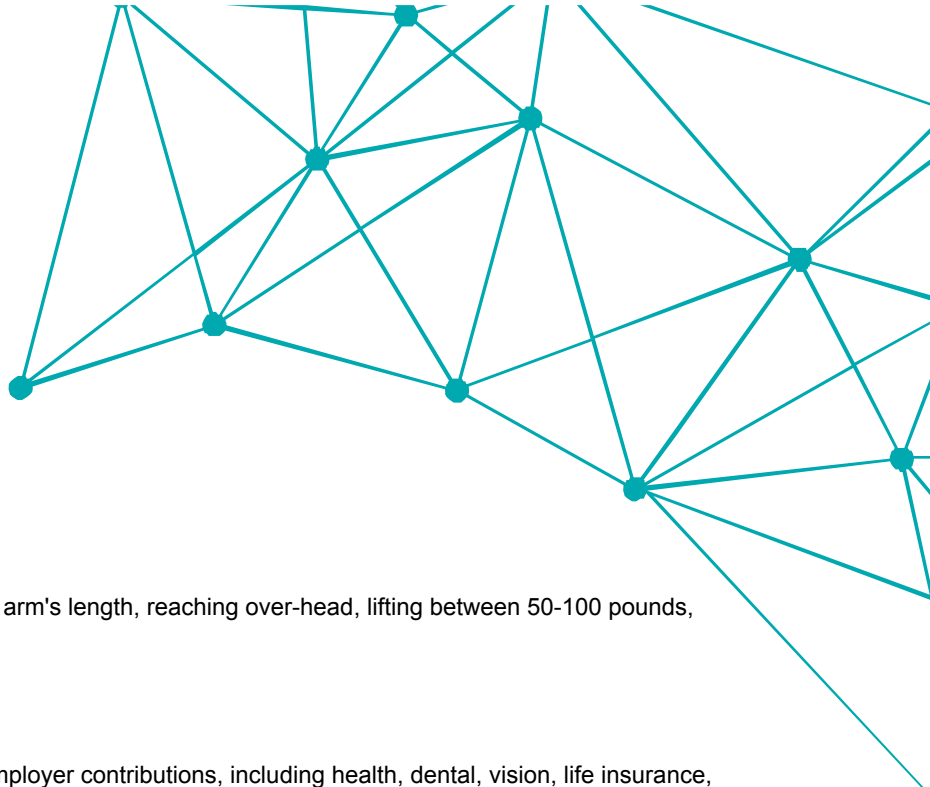
- Degree in Electrical and/or Mechanical Engineering or equivalent work experience
- 3 – 8 years of verifiable progressive experience as a Maintenance Repairman, Maintenance Electrician, Machine Repairman, or Industrial Maintenance Engineering
- Demonstrated experience in providing repairs on various types of machinery systems, including electrical, mechanical, pneumatic and hydraulic systems
- Bilingual (English/Spanish) and or (English/German) preferred but not required
- Extensive experience in equipment maintenance, modifications and design preferred
- Strong problem-solving capabilities
- Talent and commitment to provide a unique interpretation or analysis of our systems to customers
- Process-oriented mentality
- Theoretical and operational experience in the repair, troubleshooting and maintenance of PLC-based machinery, highly automated and robotic equipment and control systems
- Network equipment interfaces, a plus
- Hands-on experience and a team player committed to improve processes
- Experience in reducing costs through processes and efficiencies
- Strong verbal and written communication skills

#### Working Conditions and Environment:

- Basic technical understanding
- Weekends and overtime as required by work
- Occasional travel required
- Authorization to work in the U.S. and/or Canada
- Passport or ability to obtain passport
- Professional office etiquette is required at all times
- Physical requirements may include:

Sitting, squatting, walking, reaching out to arm's length, reaching over-head, lifting between 50-100 pounds, and reading





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#### WHAT YOU WILL GET

- Industry competitive compensation
- Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with a very generous employer match and no vesting!
- Paid Vacation & Holidays
- Profit Sharing
- Paid Parental Leave
- Subsidized child-care
- Tuition Reimbursement
- Pet Insurance
- Corporate Social Responsibility including recycling, sustainability and volunteering

KNAPP is an equal opportunity employer. We are committed to a work environment that supports, inspires and respects all individuals without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran, disability status or any other basis protected by law.

Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required. All candidates will be subject to drug-screening in accordance with the policy, and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."

