

Resident Maintenance Technician Team Lead

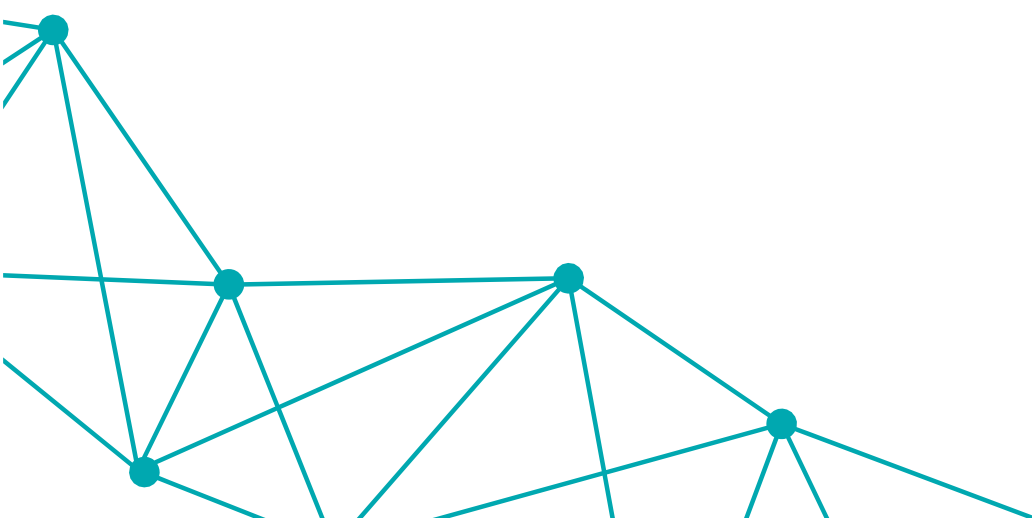
Fulltime | Delaware, United States

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.

WHAT YOU GET TO DO

As a Resident Maintenance Technician Team Lead, you will be expected to provide industrial Electrical/Mechanical expertise and you will be part of a team that works to maximize equipment utilization and efficiency. The role will assist in the development and implementation of processes to maintain proper utilization and functionality. This position will focus on the application of knowledge of electrical, mechanical, hydraulics, pneumatics, and automated equipment, including the utilization of 480vac, 240vac, 120vac, and 48vdc, 24vdc, VFDs, and PLCs (Siemens preferred.) The successful candidate will work with the existing Maintenance Shift Supervisor, Resident Site Supervisor, and/or Site Maintenance Manager and will work within a team of experienced engineers.

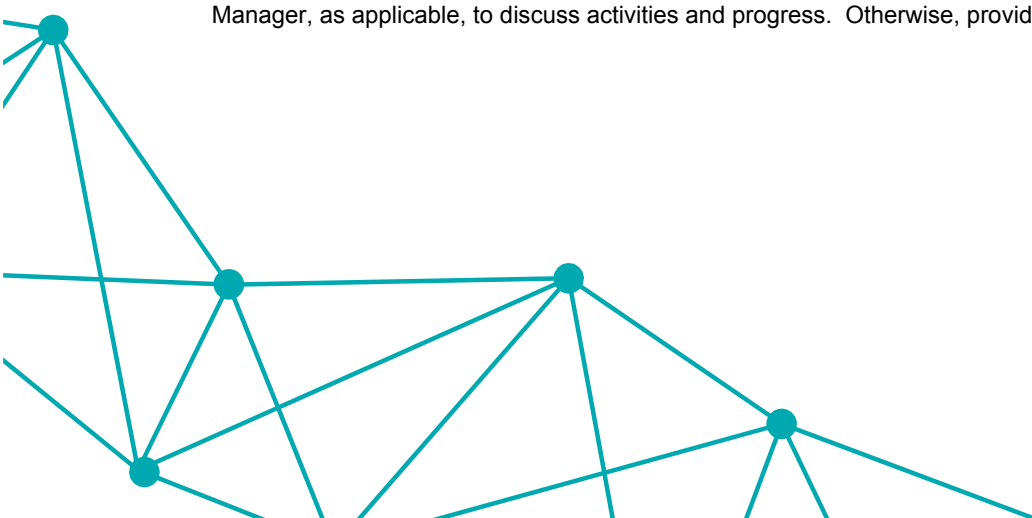


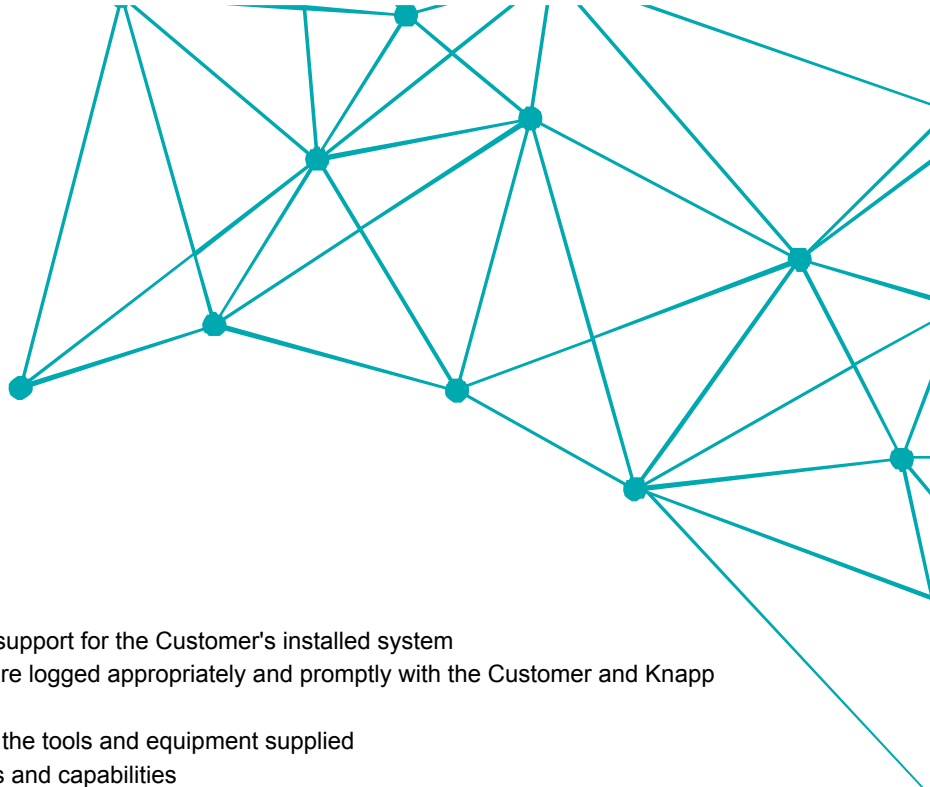


- Be a team member providing first-class maintenance support to our customers; on operation and maintenance of automated storage and retrieval systems, and storage and picking systems installed at our customer's locations.
- The Resident Maintenance Technician Team Lead will be eager and determined to succeed, though safety conscious in all activities undertaken, and will own problems and see them through to successful completion.
- The Resident Maintenance Technician Team Lead may be required to respond to emergency calls. Weekend work may be required and will be structured to provide forward planning.

Essential Functions and Responsibilities:

- Rectify electro-mechanical faults, resolve PLC related issues, provide expert knowledge and expertise, be the resident expert on this subject matter, and provide assistance to Customer's sites in assigned area
- Respond to emergency calls at Customer sites
- Safety conscious in all activities
- Track and record any and all problems and see them through to a successful completion
- In conjunction with the Customers on-site maintenance department, provide a first-class response to Customer, ensuring a first-time right policy
- Provide emergency breakdown and specialized maintenance support
- Set up and calibrate precision automation equipment
- Create strong, effective working relationships with our Customer and their operational agents to enable Knapp to provide first-class service
- Achieve performance in terms of expected output, speed of response, quality-of-repair, and standards of workmanship
- Training of customer's maintenance team, as required
- Expertise in the installation of conveyor and precision automation equipment
- Maintain quality of service by ensuring quality communications with Customers
- Ensure that reports are well-written and legible
- Execution of site quality procedures, safety procedures, and any statutory procedures
- Regular meetings with the Maintenance Shift Supervisor, Resident Site Manager, or Site Maintenance Manager, as applicable, to discuss activities and progress. Otherwise, provide that information to the Resident





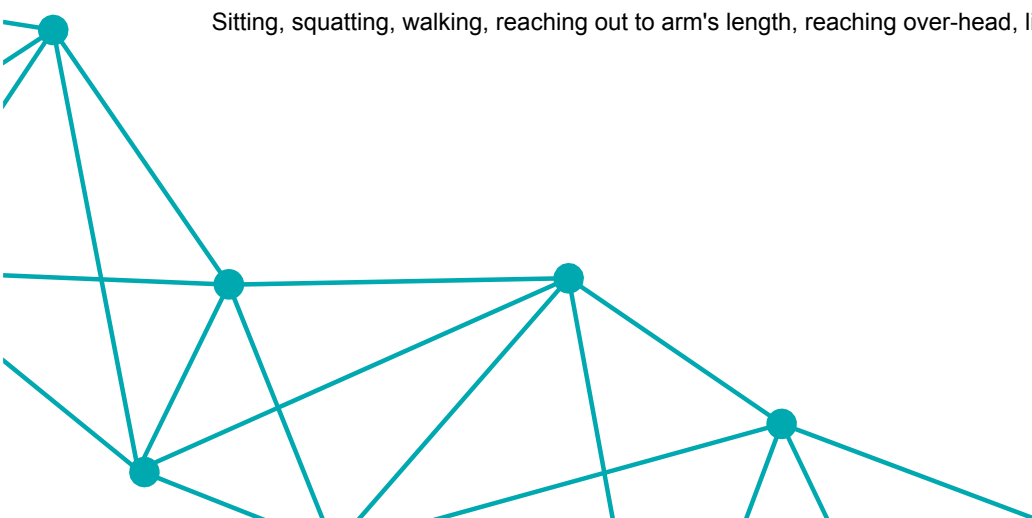
Business Manager.

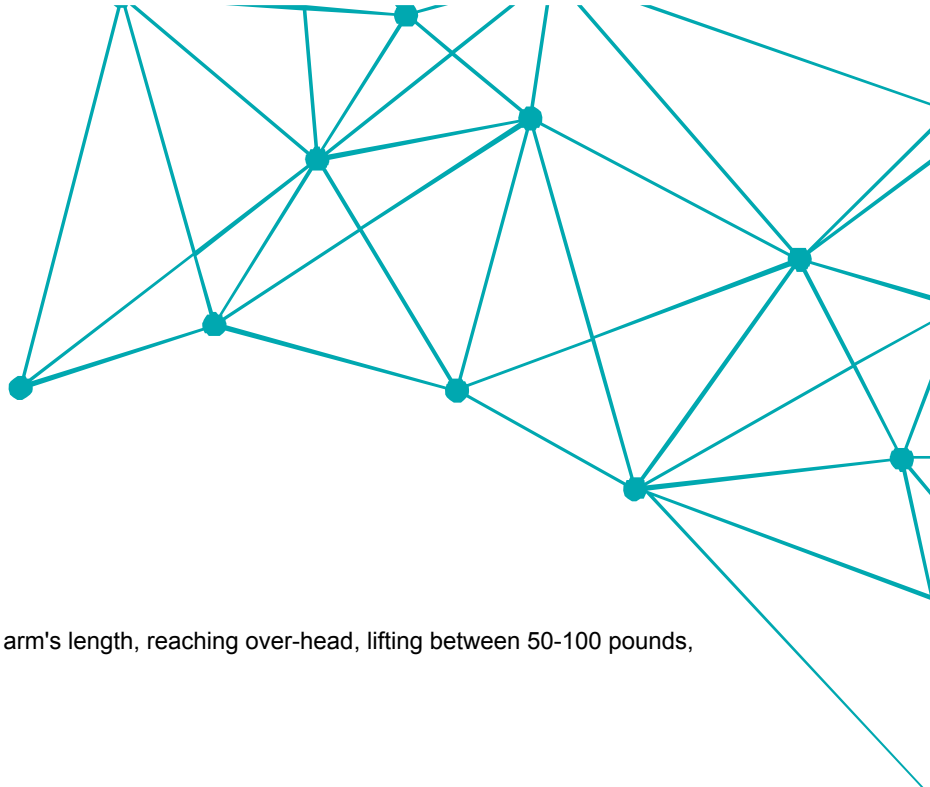
- Provide specialized maintenance service support for the Customer's installed system
- Ensure that all spare parts usage issues are logged appropriately and promptly with the Customer and Knapp spare parts team or CMMS, if available
- Ensuring proper care and maintenance of the tools and equipment supplied
- Provide flexibility and the best use-of-skills and capabilities
- Ensure that all time sheets and documents are correct and legible, with all the correct job numbers entered, and presented to Knapp on biweekly basis, for approval
- Provide mechanical strip-down/re-assembly, basic field wiring, machine calibration, and system testing, as needed
- Working 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 timely resolution
- Interpret and work with electrical circuit diagrams
- Utilize appropriate health & safety considerations with regard to given tasks and be able to carry out risk assessments
- Mechanical aptitude including reading assembly drawings
- Operate hand tools, and disassemble and assemble parts onto equipment
- Follow set up instructions, assembly drawings, and check lists
- Attention to detail and exceptional follow-up skills
- Excellent communication and customer service skills for both internal and external customers
- Computer literate with basic Microsoft Office skills
- Willing to learn and adapt to changing role requirements
- Appreciation of cultural diversity
- Performs other duties, as required

WHAT YOU HAVE

- Weekends and overtime if required by workload
- Authorization to work in the U.S. required
- Occasional travel required (must have passport or ability to obtain passport)
- Professional office etiquette is required at all times
- Physical requirements may be:

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





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

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 Daycare
- 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."

