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## **Bilingual Field Service Engineer / Field Technician for Poultry Equipment**

Service Area: Monthly United States with potential International Travel  
Reports To: Engineering Team  
Travel: 80–100%

### **Job Description**

Alaso is a poultry equipment manufacturer located in Lakeland, FL, serving egg production operations across the Americas. We are seeking a motivated Bilingual Field Service Engineer / Field Technician to support equipment installations, inspections, troubleshooting, and post-sales service in the field.

This role works directly with customers, installation crews, and internal teams to ensure equipment is installed correctly and operating as intended. The position requires strong technical skills, clear communication, and the ability to work independently in agricultural environments. Significant travel is required.

### **Purpose of the Position**

Serve as Alaso's on-site technical representative by supporting system startup and testing, training customers, and resolving field issues to ensure reliable equipment performance and customer satisfaction.

### **Key Responsibilities**

#### *Field Service & Technical Support*

- Inspect, service, and repair poultry equipment in the field.
- Troubleshoot mechanical and basic electrical issues.
- Conduct follow-up visits to verify proper system performance.
- Provide after-sale technical support and assist with resolving customer service issues.

#### *Customer Support & Communication*

- Act as a liaison between customers, installation crews, contractors, project managers, and Alaso.
- Train farm personnel on proper equipment operation and maintenance.
- Represent the best interests of Alaso in all customer interactions.
- Maintain frequent communication with the main office regarding service issues.

#### *Documentation & Reporting*

- Document inspections, service work, and field observations.
- Write and submit weekly service reports detailing work performed and findings.
- Capture and transmit digital photos and documentation via email or internal systems.
- Maintain accurate records of field activities and equipment performance.

#### *Continuous Improvement*

- Provide field feedback to Alaso's Engineering and Product Development teams.
- Suggest improvements to equipment assembly methods and service procedures.
- Support testing and validation of new equipment designs and product improvements.

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## Qualifications

### Required

- Must be bilingual in Spanish and English (spoken and written).
- Strong technical skills with mechanical systems and basic electrical knowledge.
- Excellent communication and customer service skills.
- Strong organizational and time-management skills.
- Willingness to travel extensively (80–100% travel required).
- Willingness to work irregular hours including weekends if required.
- Comfortable working in agricultural and poultry production environments.
- Proficiency with common PC software including MS Word, Excel, email, and smartphone documentation tools.
- Ability to capture and transmit digital photos and reports.

### Preferred

- Bachelor's degree in Mechanical Engineering, Agricultural Engineering, Engineering Technology, Electromechanics, or related field.
- 1-2 years experience servicing poultry, livestock, agricultural, or industrial equipment.
- Experience supervising installation crews or working on construction or equipment installations.
- Familiarity with poultry or livestock production environments.

## Core Competencies

- Strong analytical and problem-solving skills
- Solution-oriented and proactive approach
- Organized and detail-focused work habits
- Customer-focused communication and collaboration
- Ability to work independently while traveling and managing field responsibilities
- Continuous learning mindset and interest in developing technical knowledge