
IDENTIFICATION:**11-21-2025**

Job Title: Field Service Validation & Calibration Technician
Department: Service Department
Position: Regular Full-Time
Status: Exempt
Pay Range: \$60K - \$65K

SUMMARY:

Rudolph Research Analytical is a global manufacturer and supplier of precision Density Meters, Refractometers, Polarimeters, Saccharimeters, and Automation solutions with over 8,000 instruments installed worldwide. Rudolph has consistently set the pace for innovative design and features that bring new and important functionality to its customers.

The primary responsibility of this position is to perform preventative maintenance and IQOQ validations on laboratory instrumentation. The Field Technician must be mechanically inclined to perform preventive maintenance, field repairs, or adjustments as needed. Provide service and customer support during field visits. Must be able to diagnose technical problems and determine proper solutions.

Job Description

- Perform onsite and factory preventative maintenance, troubleshooting, and repairs on laboratory instrumentation.
- Accurately complete and submit IQOQ documentation in accordance with SOP's.
- Provide technical training to customers.
- Provide customer technical support via email or phone.
- Perform system interconnections from a schematic.
- Submit expense reports and related service documentation and reports timely and accurately.
- Efficiently and proactively schedule and arrange travel to customer visits.
- Demonstrate values of Quality, Integrity, and Innovation at all times
- Attend regular training at the corporate office.
- 75% – 90% travel throughout the Continental U.S as needed, will include overnight stay
- Assists Production and Quality Assurance departments when on-site as needed.
- Manages service tool-box inventory and processes required documentation to be prepared for customer site visits.
- Prospects customers for new/renewed Preventive Maintenance Agreements
- Build positive relationships with customers.
- Provide after-hours phone support and coverage on a rotating basis.

Qualifications

- Technical degree or certification in electronics or equivalent electronics courses with work in Analog and Digital Circuits is a plus, or equivalent prior experience.
- Background in calibration, validation or QC of analytical instrumentation, test equipment or similar
- Ability to troubleshoot, test, repair, and service technical equipment.
- Routine use of hand tools including digital multimeters
- Ability to read and understand wiring schematics.
- Proven field service history with ability to travel throughout the Continental U.S as needed.
- Knowledge of MS Office

Experience

- 2+ years of field instrument service experience.
- Demonstrated ability to schedule efficient travel.

Interpersonal Skills

- Pro-active to receive continuous training in-house.
- Ability to work independently.
- Effective communication and interpersonal skills
- Performs duties in a positive and professional manner.
- Listens to customers and managers to learn and solve problems.
- Provide support across multiple departments as business needs arise
- Dedicated to sustaining 5S principals
- Will support continuous improvement projects as business needs arise.

Physical Demands

- Ability to lift up to 40 lbs. individually or up to 80 lbs. with a team member.
- Stands for 2-6 hours per day.
- Ability to drive up to 6 hours to appointments.
- Comfortable with Airports and Airplane travel

Travel

- Daily travel up to 100% of some work weeks.
- Overnight travel 20-70% of the work week.
- Must possess a Driver's license with a record of no significant driving infractions.