



# Field Service & Technical Support Technician

Rosenberg USA, Inc. | Technical Operations | Full-Time

<b>Reports To</b>	Product Manager, Rosenberg USA, Inc.
<b>Location</b>	Indian Trail, NC (Charlotte Metro Area)   On-Site
<b>Travel Required</b>	Up to 25% once fully trained as Field Service Operator
<b>Compensation</b>	Competitive base salary   401(k) match   Full benefits
<b>FLSA Status</b>	Non-Exempt

## About Rosenberg USA

Rosenberg USA, Inc. is the American subsidiary of the Rosenberg Group — a globally recognized leader in air movement technology. From our modern facility in Indian Trail, NC, we deliver high-performance fan and motor systems to the HVAC, data center, and renewable energy sectors. We combine the precision of German engineering with the energy of an American customer-first culture.

## Position Overview

Rosenberg USA is seeking a hands-on Field Service & Technical Support Technician who is ready to grow into a fully trained Field Service Operator. This is a structured career track — not just a job. You will begin by owning our RMA (Return Merchandise Authorization) process, providing direct relief to our Product Manager, then advance through in-house service into customer-facing field work as your expertise deepens.

If you thrive in a technical environment, enjoy systematic problem-solving, and want to build real expertise in motorized impeller technology with a stable, German-backed manufacturer — this is your path.

## Key Responsibilities

### Stage 1 — RMA Technician (Immediate Focus)

- Receive, inspect, and process returned AC, DC, and EC fan units through the full RMA cycle
- Perform detailed fault analyses and bench-level diagnostics to determine root cause of failures
- Process and document service cases accurately in ERP and CAQ systems; prepare error trend reports
- Coordinate with global Rosenberg manufacturing sites on supplier-related defects and resolutions
- Provide direct operational support to the Product Manager — a critical bottleneck-relief function

### Stage 2 — In-House Service Technician

- Serve as the primary technical point of contact for customer troubleshooting inquiries
- Evaluate customer complaints; escalate complex technical cases to engineering teams as needed

- Collaborate with internal engineering teams to identify root causes and implement corrective measures
- Build deep product knowledge across the full Rosenberg fan and motor technology portfolio

### **Stage 3 – Field Service Operator (Target Role)**

- Travel to customer sites to perform on-site diagnostics, repairs, and system commissioning
- Represent Rosenberg USA as the face of German engineering quality in the field
- Apply deep product expertise built through Stages 1 and 2 in direct customer environments

## **Qualifications**

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### **Required**

- High School Diploma or GED; Associate's degree (2-year) in Mechatronics, Electronics, or Industrial Technology strongly preferred — a 4-year degree is not required
- 1–5 years of hands-on experience with electromechanical devices or industrial HVAC/mechanical equipment
- Either path works: electrical/electronics background in a mechanical environment, OR mechanical background with solid foundational electrical knowledge
- Proficiency with MS Office (Word, Excel); ability to work comfortably in a warehouse and testing lab environment (lift up to 50 lbs.)
- Detail-oriented, quality-conscious, and a reliable team player with strong written and verbal communication skills
- Authorized to work in the USA full-time; no visa sponsorship available

### **Preferred**

- Experience with ERP or CAQ software systems
- Prior exposure to fan, motor, or HVAC system repair and diagnostics
- German language skills or experience working within a German-owned or internationally managed company a plus

## **What We Offer**

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- Competitive base salary aligned to experience and market rates
- Comprehensive Medical, Dental, and Vision insurance
- 401(k) plan with company matching
- Generous PTO and paid holidays
- Specialized training on Rosenberg's proprietary fan selection software and German-engineered motor technology
- A clearly defined career track from RMA Technician to Field Service Operator — with full support every step of the way

## **About Our Culture**

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Rosenberg USA combines German engineering precision with a family-oriented, collaborative American work culture. Our facility in Indian Trail is modern, clean, and team-driven — a place where your technical contributions are visible and valued. If you are ready to grow your skills in a structured environment backed by one of the world's leading air movement technology groups, this is your seat.