



Job Posting

Summary: Grand Stage Company has a full time Field Service & Repair Engineer position available at our N Knox location. Candidate must be energetic, creative, organized, self-starting, and have excellent people skills. Job functions include perform installation and repair work on theatrical lighting and control systems; work with service clients and staff to maximize customer experience and value while maintaining an orderly, safe, and efficient work environment; strive to grow the service division of Grand Stage. Includes in-house and on-site work in collaboration with our project management and repair departments. Annual salary starts at \$40k, based on experience. Benefits include optional insurance plans, retirement plan, paid holidays, personal and sick days and paid vacation after appropriate qualification period(s).

Position Title: Field Service & Repair Engineer

Reports To: President & General Manager

Duties and Responsibilities:

- Install and commission new projects and systems
- Performs effective end-user training
- Ensures all job documentation is correctly filled out and submitted appropriately
- Supervise electrical contractors for hang & focus of new projects and systems
- Provides phone and e-mail technical support and service and 24-hour pager support on a rotating schedule.
- Maintain and repair customer equipment both in the shop and in the field
- Maintain and repair Grand Stage equipment
- Performs hardware and software upgrades
- Ensures Grand Stage is projected in a professional and enthusiastic manner
- Remain current on changes in policies, procedures, and product offerings
- Assist with day to day operations of family owned business and any other responsibilities as may be requested by the General Manager or President
- Some travel required and non-standard hours

Ideal Candidates will possess the following:

- An interest in electronics and software
- Entertainment lighting experience
- Customer service experience
- Experience with mains voltage and 3 phase electricity
- Knowledge of high-powered electrical, digital and analog control systems
- Excellent interpersonal and communication skills, both written and verbal
- Excellent organizational, problem-solving and decision-making skills
- The ability to multi-task, set agendas, and handle several projects simultaneously.
- Computer literacy in general PC and Microsoft products
- Prior experience with and working knowledge of entertainment equipment including ETC, Strand, and Colortran.
- Strong degree of flexibility and independence
- Ability to use product related software
- Able to use hand tools, power tools, and electronic test tools
- Ability to work weekend and evenings as required
- The ability to lift 60 lbs., use ladders & lifts, and work in construction type environments
- A valid Illinois driver's license with a clean driving record

Grand Stage Company is an Equal Opportunity Employer.

Please visit <http://www.grandstage.com/employment.html> for more information and to download an Employment Application.

Send resume and cover letter to: Grand Stage Company, Attn: Matt Winstead, 3418 N Knox Ave. Chicago, IL 60641, E-mail: resumes@grandstage.com. No phone calls please.