Field Service Technician

This position reports to our Customer Service department providing strong after-sales service to valued customers world-wide. The qualified candidate must live within a one-hour driving radius (with traffic) to an international airport and will travel to domestic and/or global customer locations weekly from your home location to perform new machine installations, machine troubleshooting assistance and contracted maintenance service.

Requirements:

- **New Machine Installation Service**
  - Travel to/from customer location in support of planned event
  - Uncrate and take inventory of the OMAX supplied equipment
  - Layout and permanent placement of the equipment
  - Assembly and interconnection of the supplied sub-assemblies
  - Perform a system test – repair and correct anything not operating properly
  - Perform new equipment training
  - Ensure the job is completed and the site is clean and tidy
  - Perform follow-up training in support of new equipment & accessories after installation
  - Troubleshoot mechanical, electrical, and pneumatic systems pertaining to previously installed machines
    - On-site at customer location
    - Over phone and through detailed email correspondence

- Perform contracted maintenance service
- Assist the sales department with customer interactions such as trade show demonstrations & pre-sales visits
- Professionally represent OMAX Corporation at all times
- Perform all other duties as deemed necessary by the department director or supervisor(s)

Qualifications:

- 2 year degree with emphasis on technical sciences or equivalent (minimum)
- 2 years previous experience as a field or service center technician
- Self-starter who can work from a remote location on his own
• Team player, working to share knowledge and accomplish common tasks to standard
• Must live within a one-hour driving radius (with traffic) to an International Airport
• Ability to travel extensively throughout the world for 2-3 weeks at a time
• Current passport and driver’s license
• Excellent customer interaction skills
• Excellent mechanical and electrical control system aptitude
• Displays patience and perseverance to complete all assigned tasks
• Good computer skills, including Microsoft Office Suite and AutoCAD (or similar) drafting software experience
• Ability to lift 75 pounds