

Optomec, Inc. is seeking a CNC FIELD SERVICE TECHNICIAN for their manufacturing facility in Clover, SC. (Formerly Huffman LLC)

Optomec provides industry leading solutions for 3D printed electronics and metals.

CNC FIELD SERVICE TECHNICIAN

GENERAL JOB DESCRIPTION

Serves customers by installing and servicing Optomec systems (LENS and Aerosol Jet). Will establish and maintain rapport with customer(s) by communicating the complete life cycle of install through training and follow up. Will identify and investigate problem areas, find solutions, and suggest improved methods and techniques for operational functionality. Must be willing to travel domestically and internationally.

RESPONSIBILITIES:

- Installation of Huffman 5 axis CNC machine tools (grinders, lasers, and water jets).
- Troubleshoot and repair Huffman machines including mechanical and electrical systems and controls at our customer's facilities.
- Train/instruct customers in machine software, maintenance, repair, and safety.
- Domestic and international travel.
- Successful candidate will be locally based.

QUALIFICATIONS:

- Ability to read electrical schematics, knowledge of electrical devices, I/O, ladder logic, spindles, closed loop servo systems, variable speed drives, hydraulic/pneumatics and electronic test equipment.
- Strong computer skills including Microsoft Office products.
- Highly motivated individual who promotes teamwork with subordinates and peers.
- Knowledge of industrial lasers and waterjet technology a plus.

MAJOR RESPONSIBILITIES

CUSTOMER SITES:

- All-inclusive customer service, first and foremost.
- Install, train and service Optomec LENS and Aerosol Jet machines onsite and in the lab.
- Perform system maintenance and troubleshoot matters on LENS and AJ machines.
- Schedule installation and training in a timely manner communicating to the customer with an agenda and time schedule for the session.
- Determine problem areas and solve issues in a confident manner.

- Provide customer quotes on spare parts and services.
- Coordinate field change orders.
- Perform system upgrades.
- Provide remote hardware and software support.
- Travel domestically and internationally to customer locations.

OPTOMECH FACILITY:

- Assist customers by phone, email, etc. as required and directed by Supervisor.
- Assist manufacturing with system builds.
- Assist QA with system testing.
- Assign Return Materials Authorizations (RMA) for warranty items.
- Other responsibilities as required to support the life cycle of the product and the customer.

QUALIFICATIONS FOR THE JOB

Education:

- Technical school graduate or equivalent manufacturing experience.

Experience:

- Minimum three (3) yr. experience servicing CNC machine tools.
- Mechanical knowledge a plus.
- Master Cam experience and knowledge.

Preferred Experience

- Lean Manufacturing, Six Sigma, etc.
- Experience in Additive Manufacturing Industry a Plus
- Master Cam Associate or Professional Level Certification.
- Bachelors degree preferred.

KEY COMPETENCIES

- Customer service etiquette, standards, and professionalism at all times.
- Communication skills.
- Knowledge of basic manufacturing processes.
- Knowledge of CAD systems (SolidWorks, MasterCam, etc.)
- Mechanically inclined.
- Knowledge of company product lines and troubleshooting.
- Detail Oriented.
- Understanding of quality standards.
- Organizational skills.
- The ability to provide customer service, needs assessment, and follow up in a timely manner.
- Understand and comprehend engineer drawings and design.
- Communications; written & presentation
- Ability to work well as a cross-functional team member.
- Self-assured attitude to attend to customer needs.

WORKING CONDITIONS

- 50-75% travel domestically/internationally.
- Will work in an office setting, manufacturing, lab, and warehouse location.
- Safety PPE must be worn at work at all times in lab and designated areas.
- Lab/warehouse environment contains metal powders, chemicals, etc.

PHYSICAL REQUIREMENTS

- Warehouse conditions as applicable.
- Safety PPE as required.
- Use different modes of transportation.

Submit resume to dsaya@optomec.com