
FIELD SERVICE TECHNICIAN

In a nutshell -- "***We save lives***"....

Please review our website to find out the details on how we do this!

www.optomec.com

When our customers purchase one of our systems (Aerosol Jet or LENS), their intent is to enhance and improve what they do using our technology. We build two types of systems that can assist our customers in meeting these goals.

What a Field Service Technician does:

The Field Service Technician (FST) is the last cog in the sales cycle to serve our customers, and is be required to:

- **TRAVEL** to our customer sites to install, service and train on Optomec Systems.
- Install and/or service the Optomec systems (LENS and Aerosol Jet -- 3D Technology);
- Train the customer on how to operate their system;
- Follow up with customers to ensure ongoing support.

The FST must establish and maintain rapport with customer(s) by communicating the complete life cycle of an installation and training all the way through to 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 50%- 75% of the time. Position will require a valid and current US Passport or must be able to obtain a US Passport within 6 months of employment.

What you need to bring to the table:

- Extraordinary and proven customer service skills
- Continuous Learning Attitude – this job requires knowledge of complex systems.
- Experience with troubleshooting of machines - electrical and mechanical
- Knowledge of different types of tools
- Previous experience with installation of equipment
- Communication skills
- Knowledge of additive manufacturing (this is a plus).

What you should bring to the interview:

- Know the difference between an Aerosol Jet and a LENS system. (added plus!)
- A portfolio (list) of former field service accomplishments.

FULL TIME opportunity based out of Albuquerque. 50-75% travel both domestic and international. Must have or be able to acquire a US passport within 3 months of hire. Salary is DOE.