

JOB TITLE: Service Engineer

DEPARTMENT: Service

POSITION OVERVIEW:

The Service Engineer is the Primary interface between NACHI Robotics and the End User (Customer) during installation, routine maintenance and unexpected Service Calls related to the NACHI Robotics Product Line.

RESPONSIBILITIES:

1. Represent Nachi Robotic Systems, Inc. through a display of constant professionalism, positive attitude and professional appearance.
2. Responsible for installation and maintenance and troubleshooting of industrial robots and robotics related equipment at customer facilities.
3. Investigate customer reported issues and implement the best possible solution for a quick resolution.
4. Provide technical assistance/support to customers onsite (customer facility) and remotely (via phone and/or email.)
5. Complete detailed project documentation and submit timely
6. Update documentation with changes made in the field verifying all media (i.e., digital files, prints, text files, etc.) have most current information
7. Other duties as assigned

REQUIREMENTS:

1. Two year degree in electronics related or other technical curriculum or 1-2 years of related work experience
2. Ability to read electrical/pneumatic and basic mechanical schematics and prints (as demonstrated in departmental interview - electrical maintenance.)
3. Ability to demonstrate basic understanding of ladder logic or completion of related course.
4. Diagnostic skills to troubleshoot problems and problem solving (Logic)
5. Ability to demonstrate patience and professionalism when dealing with customers.
6. Familiarity with the use of various types of diagnostic and calibration tools and equipment.
7. Must have valid driver's license, good driving record, credit card and able to obtain a passport and travel out of the country.
8. Must be willing to work overtime including weekends.

PHYSICAL REQUIREMENTS:

Work is performed in a shop or manufacturing plant environment requiring moderate physical effort, flexibility and bending. Incumbent is often exposed to hazardous equipment and chemicals. Travel, both domestic and international, is required.

BENEFITS:

Nachi Robotic Systems provides a comprehensive benefits package including medical, dental and vision insurance, 401K plan with employer match, paid time off, and tuition reimbursement.

Nachi Robotic Systems Inc. is an equal opportunity employer and makes employment decisions without regard to race, color, religion, creed, gender, national origin, disability, marital or veteran status, sexual orientation, or any other legally protected status.

**Please send cover letter indicating position of interest and resume in confidence to:
careers@nachirobotics.com**