

DMG MORI

Service Engineer
Full-Time/Non Exempt
Monday – Friday

Essential Job Functions:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Primary scope of position:

Service Engineers are expected to provide customers with maintenance and repair assistance of DMG MORI CNC machine tools on location or by telephone. They will establish and build exemplary communication and customer service relationships with customers and distributors. The individual manages difficult customer situations in a positive manner, responds promptly to customer needs and solicits customer feedback to improve service. Other tasks will include:

- Creating and updating documentation of technical information.
- Developing, preparing, generating, and analyzing ongoing and ad-hoc special reports pertaining to Service
- Demonstrating a willingness to help others and be a team member; often working together with Distributor's Service Engineers.
- Providing assistance and training to Distributor's Service Engineers on the installation and maintenance of newer product lines.

Minimum Requirements:

- Good verbal and written communication skills with exceptional customer service orientation
- Must be able to interact and effectively communicate in person and over the phone with people at all levels of an organization
- Proven ability to read mechanical drawings, electrical schematics, and sequence (PLC) ladder diagrams
- Basic computer literacy and working knowledge of MS Word, Excel, and Outlook
- Must be adaptable to changes in the work environment; manage competing demands and able to deal with frequent change, delays or unexpected events
- Minimum of 50% travel in multi-state region; drive or fly depending on distance. Employee is expected to work at the Technical Center when not visiting customers.

Education/ Experience:

- Two or four-year technical degree preferred in related field of study
- Three to five years of experience in electrical and mechanical troubleshooting and maintenance of CNC machine tools
- Experience working with DMG or MORI SEIKI machines, Fanuc, Mitsubishi, and/or Siemens and controls are a plus

Work Environment:

Exposure manufacturing/machining environments and related hazards which may include noise, electricity, chemicals, heavy equipment, and other automated and manual machinery.

Physical Demands:

8 hour work schedule with overtime as needed. Frequent: standing, walking, bending, stooping, lifting heavy parts, pushing, and pulling, repetitive foot, leg, hand, arm, shoulder, and torso movements. Periodic: operating power equipment, and utilizing a computer.

We are an Equal Opportunity Employer. We maintain a drug-free workplace and perform pre-employment substance abuse screening.