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| **Field Service Technician / Engineer - Systems** |
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| **Location:** | Santa Clara / MountainView (or Remote location close to Bay Area)**Vadivel** (Arumugam Vadivel) avadivel@ipgphotonics.com |
| **Employment Type:** | Full Time |
| **Group:** | Service – Material Processing Systems Group |
| **Description:** | * Installing laser systems and accessory components for Global Customers and obtain equipment sign-off after demonstration of necessary Process/application as agreed in the contract.
* Provide Preventive and Breakdown maintenance to Global customers.
* Troubleshooting, refurbishing and optimizing laser system performance.
* Providing system training for operators, maintenance and Process Engineers.
* Mechanical and optical assembly of lasers and subsystem components.
* Update Engineering about required upgrades based on the field experience through Engineering Change Request.
* Develop necessary Training material, which can be used during installation and FAT visit.
* Train and Manage Field Service Engineer assigned.
* Effectively market and sales of service products such as Annual Maintenance Contract, Parts, and training etc.,
* Participate in application development for customer in co-ordination with sales as and when necessary.
* Responsible for the completion and submission of field service reports and weekly expense reports on timely manner.
* Effectively communicating with customers and reporting customer dynamics to corporate.
* Assist Sales team with necessary technical support.
* Travel(Global) requirement: 80% .

Provide on-call support as needed to customers |
| **Qualifications:** | * ASEE, ASEO, Technical Schooling or equivalent experience desired
* Electrical and/or Mechanical background with some understanding of optics
* Experience with CNC, CAD and CAM programming
* Ability to travel approximately 80% of the time. Primarily domestic travel with the ability to travel internationally
* 2-5 years’ experience in the installation, service, and repair of CNC Laser equipment.
* Excellent electrical/electronic troubleshooting skills with high and low voltage equipment.
* Ability to interpret electrical schematics.
* Experience with optical and electrical test methods in support of active fiber devices such as fiber amplifiers and lasers a plus.
* Excellent communication skills
* Ability to work independently in a professional environment
* Some overtime required. Travel on short notice may be required. Available to work weekends and after normal work hours as needed
* Must be computer literate
* Ability to lift, pull or push objects weighing up to 50 lbs.
* US Citizen
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