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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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