



# COME AND JOIN US.

**Mikron Machining** is the leading supplier of customized, highly productive machining systems for the manufacturing of complex high-precision components made of metal such as turbocharger housings, injection nozzles and ballpoint pen tips. The business line Mikron Tool develops and produces the therefore necessary high-performance cutting tools itself. These are regarded as some of the best in the world and are also used on other manufacturers' machines.

For our US office in Monroe CT we are looking for a

## Field Service Technician for after-sales department (m/f)

Mikron builds advanced production machines for most demanding customers. In order to sell such hi-tech products, the sales manager is in close contact with the customers and helps finding the ideal solution for both sides. Technical skills, creativity, understanding customer needs and endurance in the solution finding process are key for success.

### Your main tasks

- \_ Provide service and customer support during field visits or dispatches
- \_ Support daily our customer via phone, email and remote video assistance
- \_ Manage all on site installation, repair, maintenance and test tasks
- \_ Support and perform installation, debugging and final test runs at the customer site of machines coming from the factories in Europe
- \_ Diagnose errors or technical problems and determine proper solutions
- \_ Produce timely and detailed service reports and document processes
- \_ Operate machine in a safely manner
- \_ Follow all company's filed procedures and protocols
- \_ Cooperate with sales and technical team and share information across the organization
- \_ Repair and perform maintenance at the customer
- \_ Perform installation and debugging of machine modification and retool project on the machine at the customer site
- \_ Perform machine preventive maintenance service and training at the customer
- \_ Comprehend customer requirements and make appropriate recommendations such training, repair and spare parts needs

- \_ Collaborate during the different phases of machine building at the factories in Europe including, pre-assembly, assembly, debugging, test and run-off
- \_ Disassembly analyze and repair machine spindle and fixture chuck at Mikron
- \_ Promote sales of various service products
- \_ Build positive relationships with customers

### What we offer

- \_ Dynamic team in a technology oriented and progressive working environment
- \_ Competitive benefits
- \_ Training "on and off the job"

### Your profile

- \_ Technical studies and degree
- \_ CNC competences
- \_ Proven field service experience
- \_ Ability to troubleshoot, test, repair and service technical equipment
- \_ English literacy
- \_ Ability to work flexible shifts and to adapt to changing work schedules
- \_ Familiarity with mobile tools and applications
- \_ Availability to travel up to 70%

### Are you interested?

If so, do not hesitate to send your application to: [hr.mmo@mikron.com](mailto:hr.mmo@mikron.com). We are looking forward to meeting you. For more information and further job offers, please refer to our website: [www.mikron.com/jobs](http://www.mikron.com/jobs).