



https://www.laserwiresolutions.com/?post_type=jobs&p=9246

Service Engineer

Description

Do you have strong electro-mechanical skills and a methodical approach to problem-solving? Are you interested in international travel and working with advanced technology like lasers and robotics?

We are seeking an ambitious service engineer to join our After Sales team. In this role, you will have the opportunity to work globally to install, maintain, and repair our products. This is a great opportunity to develop your technical skills and work with a supportive team in a dynamic and international environment.

Our Customers are involved in a wide range of manufacturing industries including electric vehicles, space exploration, and quantum computing. However, our products are supplied to medical device manufacturers to help make life saving catheter based products.

Based on the outskirts of vibrant Cardiff, our team is at the cutting edge of laser & robot technology. Our expertise enables the world's leading medical device manufacturers to automate their production to enable their life changing devices to impact ever more people.

This is a rare and excellent opportunity to join our highly innovative organisation undertaking life-saving partnerships with billion-dollar companies and technologically rich customers. We encourage technical growth, new ideas and the advancement of possibilities.

We offer a 'people' centric environment, focused on unlocking the growth of our close team in a fun, fair, and flexible way. We empower our team with the autonomy to have a significant impact and reach for the stars, allowing all to challenge the status quo as we strive for technical and brand excellence.

Responsibilities

THE ROLE:

- Install, maintain and service our products at our Customer's sites worldwide
- Train Customer engineers in the use and routine maintenance of our products
- Office based remote support, answering customer support requests or dialling in to their equipment
- Diagnose problems and identify the root cause of malfunctions or failures
- Maintain accurate records of maintenance and repair work i.e. Completion of customer survey reports
- Develop and maintain a good working knowledge of the products and systems that

Hiring organization

Laser Wire Solutions

Employment Type

Full-time

Beginning of employment

ASAP

Industry

Manufacturing

Job Location

CF37 5YR

Working Hours

37 hours per week

Base Salary

£ 28000 - £ 40000 with opportunities of growth.

Date posted

March 3, 2023

you support

- Provide technical support to other parts of the business
- Complete required training to stay up-to-date with the latest technology and techniques
- Feedback improvement suggestions from the market to the engineering design team to help improve our products
- Working alongside Aftersales Lead to spot opportunities for continued account growth and support.

THE PERSON:

· Strong technical skills:

Electrically biased. Should have a solid understanding of electro-mechanical equipment, as well as the ability to troubleshoot and diagnose problems and understand technical documentation and drawings.

When in the UK, you will be given extensive product-specific training, so only require the generic skills and a willingness to learn.

· Willing to travel:

International travel when required for customer repairs & training. (We will aid with arranging your travel and in terms of getting to the Customer site).

We strive for a work life balance for all colleagues.

· Problem-solving / Attention to detail:

Methodical thinker. Able to identify and address even small issues both electrical and mechanical, as these can often have a big impact on the functioning of a system. i.e. PLC, Computer based control systems

Come up with creative solutions to complex problems.

· Good communication skills:

May need to work with customers or other team members to explain technical concepts or troubleshoot issues. You should be able to communicate clearly and effectively.

· Adaptability:

You will work with a variety of different systems and equipment, and should be able to adapt to new technologies and techniques.

· Customer-focused:

Should be able to prioritize customer needs and provide excellent customer service. Remote support also part of the role, so an excellent telephone manner is crucial.

· Organized:

Need to time manage multiple tasks and projects, so being well-organized is important.

· **Safety-conscious:**

Should be aware of safety regulations and procedures, and should prioritize the safety of yourself and others when working.

STARTING SALARY:

£28,000 – £40,000 depending on experience + Company Bonus

(Growth and development opportunities available with experience)

****Post Graduate candidates also welcome to apply as extensive training will be provided****

Salary: £28,000.00-£40,000.00 per year

Benefits:

- Bereavement leave
- Casual dress
- Company events
- Company pension
- Cycle to work scheme
- Flexitime
- Free parking
- Life insurance
- On-site parking
- Sick pay

Schedule:

- Flexitime
- Monday to Friday

Supplemental pay types:

- Bonus scheme
- Quarterly bonus

Work Location: On the road

Reference ID: Service Engineer