



<https://www.laserwiresolutions.com/job/service-engineer-2026/>

Service Engineer (Industrial Laser & Automation Systems)

Description

What You'll Do:

You'll join our Service team, playing a key role in supporting, improving, installing and maintaining advanced laser and robotic systems used by leading manufacturers worldwide. This is a hands-on, customer-facing role where you'll ensure our equipment performs reliably in real production environments.

Your work will support the safe, reliable and high-quality operation of Laser Wire Solutions' systems at customer sites, helping to maximise uptime and ensure customers achieve the performance expected from our technology.

Typical tasks include:

- Installing and supporting industrial laser and automation systems at customer facilities.
- Diagnosing and resolving mechanical, electrical and process-related faults both remotely and on-site.
- Providing technical support to customers during production operations.
- Supporting machine testing and factory acceptance testing (FAT) prior to shipment.
- Performing preventative maintenance and service inspections on installed equipment.
- Assisting customers with setup, optimisation and process adjustments for laser applications.
- Documenting service activities, technical issues and resolutions through internal systems and service reports.
- Working closely with Engineering, Production and Applications teams to provide feedback from the field that supports continuous product improvement.
- Supporting customer training during machine installation and commissioning.
- Responding to service tickets and technical enquiries in a timely and professional manner.
- Travelling to customer sites (UK and international) as required to support installations, upgrades and service activities.

Hiring organization

Laser Wire Solutions

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Manufacturing

Job Location

Main Avenue, Treforest Industrial Estate, CF37 5YR, Cardiff, Wales

Working Hours

37 hours per week

- Maintaining a safe, organised and professional working environment when operating both internally and at customer facilities.

What We're Looking For:

- Degree or equivalent experience in an engineering or technical discipline (electrical, mechanical, mechatronics or automation preferred).
- Experience working in a service, maintenance or commissioning role within industrial equipment or automation environments.
- Strong fault-finding skills across mechanical, electrical and control systems.
- Ability to read technical drawings, electrical schematics and system documentation.
- Comfortable working independently at customer sites while representing the company professionally.
- Strong attention to detail and commitment to delivering high-quality technical support.
- Positive, proactive approach to problem solving.
- Good organisational skills and ability to manage service tasks effectively.
- Strong communication skills with the ability to explain technical issues clearly to customers and internal teams.
- Willingness to travel nationally and internationally when required.
- Desire to continuously learn and develop technical knowledge in laser and automation technologies.
- Ability to thrive in a fast-paced, customer-focused environment.
- Behaviours aligned with the Laser Wire Solutions Charter: **Leadership, Authenticity, Speed, Efficiency and Responsibility.**

What You'll Get:

- Full training on our laser systems, automation platforms and service procedures.
- Opportunities to work with advanced laser and robotic technologies used in medical, EV and high-tech industries.
- Exposure to international customers and real-world manufacturing environments.
- A clear development pathway within a fast-growing, high-technology business.

- A collaborative, people-centric culture that encourages growth and innovation.
- Pension, life insurance and standard company benefits.
- 37-hour full-time role with flexible working arrangements within business needs. Opt-in compressed hours option.
- Opportunities to expand technical expertise in laser processing, automation and advanced manufacturing systems.
- A supportive team environment where improvement ideas and field feedback are valued.

Good To Know:

- Location: Site-based role on the outskirts of Cardiff (own transport required).
- Start date: ASAP.
- **Travel:** UK and Overseas travel as required. Currently 6 to 8 visits per annum.
- **Working hours:** Flexibility may occasionally be required to support customer installations and service activities.

About Laser Wire Solutions

Based in South Wales, we are at the forefront of laser and robotic technology. We work with world-leading manufacturers in medical, data and electric vehicle industries to automate production and enable world-changing devices to reach more people.

We offer a culture focused on technical excellence, innovation and continuous improvement — where individuals are empowered to make a meaningful impact and grow alongside the business.