



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

## Service Engineer

### 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.
- Maintaining a safe, organised and professional working environment

### 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

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.