



Star Cutter Company Job Description



Job Title: Field Service Technician

Location: Elk Rapids Engineering
Elk Rapids, MI

Reports To: Customer Service Supervisor

General Summary

The role of our Field Service Technician is to provide field service support for our CNC tool cutter machines which includes but not limited to the build, installation, training, mechanical and electrical support for domestic and international customers.

Responsibilities

- Complete a vast training schedule in order to come up to speed quickly and efficiently on the Star brand of CNC tool and cutter grinders.
- Establish productive working relationships with customers.
- Identify and troubleshoot a wide range of problems typically found on a CNC machine tool both mechanical and electrical or software.
- Occasional in house customer service support using computer.
- Maintain records of problems and service. Summarize important continuous improvement ideas from experiences in the field.
- Assist in the assembly, startup, and testing of the machine tool line in order to maintain the production schedule and keep critical tasks moving forward.
- Travel to customer sites: 60% - 80%. Monday thru Friday (Use of company car and Per Diem provided.)

Knowledge and Skills

- Strong mechanical and electrical skills.
- Ability to communicate clearly with management and customers.
- Strong work ethic with a focus on customer service.

Education Requirements

- High School Diploma or GED
- Associates Degree in mechanical or electrical field preferred
- Trade School or Vocational Training desired

Experience Requirements

- 5+ years in a manufacturing/service environment.

Please submit resume to:

Star Cutter Company
Human Resources Department
756 N. Aulerich
East Tawas, MI 49730
recruiting@starcutter.com