

Mechanical/Customer Service Technician

Job Title:	Mechanical/Customer Service Technician	Position Type	Full Time
Location:	San Diego County	Travel Required:	25%
Resumes Accepted By:			
Fax or E-mail: (760) 741-7269 or careers@automationgt.com Please include [Mechanical/Customer Service Technician Position] in the subject line.			
About Automation GT			

Automation GT is currently looking to hire Mechanical/Customer Service Technicians to work at our headquarters in Carlsbad, CA.

Founded in 2002 in Southern California, Automation GT is an innovative company focused on the design and construction of custom automated machinery and systems. We employ professionals with a range of skills and qualifications, which allows us to approach every aspect of machine design, engineering, assembly, customer service, marketing, and sales on an in-house basis.

While at Automation GT, you will be able to put your skills towards the creation of machines that have real positive impact on the lives of many people. We have done extensive work in the design and manufacture of automation machinery for the biotechnology, life science, pharmaceutical, and medical device industries. However, we do not limit ourselves to any particular project type, and are interested in all applications of advanced automation technology.

At Automation GT, we hold three core values as the heart of our company culture:

- We are committed to making decisions based on data and the scientific method.
- We are committed to prioritizing customer satisfaction in all that we do, which often involves thinking ahead and anticipating what they will need.
- We are committed to ensuring the job satisfaction of our employees and will work with you to ensure that you are finding plenty of opportunities to grow and find fulfillment.

We offer staff members a compelling package, which includes competitive base pay, superior benefits, an outstanding work environment, and opportunities for career development. Through these comprehensive offerings, every individual has the chance to achieve significant growth, both financially and professionally.

Job Description

Responsibilities/Duties:

- Mechanical Assembly
 - Works closely with mechanical engineer to develop/improve upon machine functionality
 - Assembly of machines within project schedules
 - Assembles engineer's concept into reality
 - Reporting status to project manager on machine development, and escalating risks and issues
 - Interface with all project team (i.e. Software Engineer, Mechanical Engineer, Electrical Engineer, Assemblers, Project Manager...)
 - Analyzes full requirements of system involved and checks and tests system components.
 - Build tooling fixtures (on the fly where necessary)
 - Adheres to Inventory & Floor Stock procedures
- Customer Service
 - Answers support phone line as well as any voicemail throughout each business day
 - Responds to customer service calls (on-site, or on-line; during the day and after hours)
 - Ensures timely response to customers (i.e. Adhering to Customer Service SLAs "service level agreements")
- Troubleshooting
 - Risk Mitigation - anticipate problems before they occur
 - Troubleshoots and debugs (i.e. Diagnoses trouble or defect, determines corrective action and repairs system)
 - Performs preventative maintenance and diagnostics on automation system and components. Ensures that automation system is properly maintained and operating correctly.
 - Completes service repairs, replacements, upgrades, adjustments and calibration on automation systems and components following issued tasking, maintenance, troubleshooting and installation instructions.
 - Performs system checkout and assists in automation systems startups for service installed jobs. May coordinate electrical installation with electrical contractor at job site as required.
 - If improper operation is due to another system or component, discusses problem with customer and/or office and advises of the best course of action.
 - Knowledge of the software to be able to make programming changes and adjustments where necessary (e.g. Vision Cognex Insight, Maple Systems HMP/PLC Allen Bradley, IAI Controller)

- Documentation
 - Read all spec sheets on machine to be fully knowledgeable; have a working knowledge of how machine works
 - Completes and submits written service orders (for non-warranty as well as warranty products). Documentation to include such items as Issue, Resolution, Date/Time Customer Initiated Service Ticket, Date/Time ticket closed/resolved,
 - Documents Quality Control, Test Plan & Acceptance Tests
 - Documents Product Change Notifications and submits to Project Manager
 - Mechanical BOM & Schematic redlines (and project closeout audit)
- Acceptance Tests
 - Work in conjunction with engineers throughout assembly process to ensure thorough knowledge and familiarity with machine
 - Testing of all aspects of machine
 - Coordinate with customer to ensure we have samples for testing of the machine
 - Coordinates and documents Acceptance Tests (based on customer requirements) and ensures signoff internally and final signoff by customer
- Shipping, Installation & Training
 - Prepares machine for shipment to customer site
 - Installs machine at customer site
 - Trains the customer (e.g. process engineer) on all aspects of the machine
 - Delivers technical support, coaching and direction to end users and field labor when applicable
- General
 - Provides weekly status updates to Project Manager on assigned projects
 - Escalates to Operations Project Manager and/or Customer Service Manager
 - Completes and submits bi-weekly timesheets (includes project time tracking)
 - Comply with the company safety procedures. Set an example of company culture with integrity and professional competence.
 - Adhere to company policies & procedures
 - Must be able and willing to travel and work at customer sites
 - Involvement in Lessons Learned for all assigned projects
 - Continuous improvement in standardization of product line
 - Involved in the recruitment of new staff (e.g. interviews prospective persons)
 - Help Train/Orient/"Bring Up to Speed" new employees.

Work Experience, Education, Qualifications and Skills:

- 5+ years experience as a mechanical assembly and/or field service technician preferable in the automation industry
- Working engineering and programming background preferred. Skilled in programming, job start-up and checkout, and troubleshooting.
- Ability to read/understand SolidWorks mechanical drawings and schematics and do redlines

- High precision, close tolerance proficiency
- Ability to use all hand tools
- Familiarity with machine shop equipment (e.g. mill machine, drill press, lathe...)
- Must be able to lift at least 50 lbs.
- Basic electronics knowledge
- Very strong analytical and troubleshooting skills of mechanical systems
- Aware of design tools and techniques
- Proficient in standard and metric systems
- MRP/ERP experience a plus
- Proficient in MS Office 2010 (Excel, Word, Outlook) and general computer literacy
- Excellent written and verbal communication and customer relation skills
- Must be a self-starter, team player, work well with others and have a positive attitude