

## CNC Service Technician

### Principal Responsibilities

The following list of responsibilities describes the functions performed by a person in this position.

- Provide services to maintain, analyze, diagnose, troubleshoot, program, and repair CNC machine PLCs / process control systems, drives, and components.
- Lead machine installation, repair, retrofit, and system upgrade projects
- Define resource, parts and supplies, equipment, and programming requirements for CNC machine repair, rebuild, and retrofit projects
- Identify, recommend, and implement alternative, creative, and/or interim technical solutions to meet customers' short-term and long-term production requirements
- Communicate action plans and timelines to customers and team members
- Maintain a safe work environment
- Perform and document work in accordance with company administrative and operational procedures.
- Engage in company and team efforts to improve business and operational practices.

### Essential Qualifications and Skills

Ideal candidates will be able to demonstrate that they possess the following skills and qualifications essential for this position.

- Vocational, associates, or bachelors degree (or equivalent experience) in controls engineering, applied sciences, mechanical engineering, or a related technical field.
- 5-7 years or more experience with CNC equipment and controls, large machine tool maintenance, mechanical drive train, and hydraulic components.
- Experience with a variety of CNC controls including Fanuc and Siemens
- Proficient with electrical test and diagnostic equipment, and making electrical and electronic machine repairs
- Proficient with PLCs and PC controllers, their logical and electronic operations, and troubleshooting procedures
- Read and understand parts manuals, assembly instructions, trouble shooting guides, as well as electrical and mechanical schematics and blueprints.
- Able to work and communicate effectively with team members, machine manufacturers, and customers on technical issues; utilizing skills that include root cause analysis, problem definition, alternatives analysis, planning, and project management.
- Strong customer service and interpersonal communication skills
- Proven ability to work with minimal supervision and be proactive
- Sound written and verbal communications skills.

## Preferred Qualifications and Skills:

The following skills and qualifications are preferred to satisfy the requirements of this position.

- OEM factory training and/or experience in CNC machine tool building, repair, and/or service
- Good understanding of manufacturing processes
- Experience using power, pneumatic, hydraulic, and hand tools
- Experience using overhead cranes, pressure gauges, and precision measuring instruments
- Experience measuring and verifying machine tool accuracy and capabilities using various metrology tools and equipment
- 5-7 years machine shop experience
- Good mechanical knowledge with the ability to work parts such as pumps, motors, shafts, bearings, and spindles.
- Understand budget process and assists in developing budget line items associated with areas of expertise.

## Work Environment, Physical Demands, and General Expectations

### Work Environment

Shop environment with exposure to power machinery, heights, high temperature, low and high-pressurized equipment, high noise levels, moving components, grease, dirt and sharp objects. Work 40 - 60 hours per week. Shifts and workdays determined by company needs. Most hours worked from 7-3:30 Monday – Friday, with some weekend and after-hours work. Some travel (25%-50%) required.

### Physical Demands

Numerous times daily, position requires standing, walking, climbing, bending, stooping, crawling, and lifting of 30 - 50 pounds.

### General Expectations

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position might perform. All employees are expected to perform tasks as assigned by management, regardless of job title or routine job duties.