



Position: Field Service Engineer
Salary: Dependent on experience, plus benefits (\$35-\$40 per hour)
Location: Rock Hill, South Carolina

Winbro Group is a world market leader in the development and manufacture of special purpose machining systems and machining technologies of precision components. In addition to providing machine tool turnkey solutions for the Aerospace, Electronics, and Industrial Gas Turbine Industries, they offer supported onsite facilities management to give clients full support and technical backup. Winbro is at the forefront of their industry leading in new technologies both in design, development and manufacture.

The Field Service Engineer will work with our customers to ensure our products and systems provide maximum performance, improving productivity, reliability and safety. Working independently on the Customer sites across the country to troubleshoot and provide solutions to machine breakdowns, installation, commissioning and on-going maintenance of Winbro equipment including machines, water plants, tooling, machine rebuilds and technology upgrades.

Role and Responsibilities:

- Responsible for the prompt identification and resolution of Winbro Manufactured machinery issues and breakdowns to ensure effective right first time repair with a high level of customer service at all times.
- Provides technical customer service and support during the installation, commissioning and servicing of Winbro manufactured machinery along with associated support equipment.
- Maintain, service and commission EDM, ECM and Laser machine tools utilizing electrical, mechanical, pneumatic and high-pressure water systems troubleshooting skills.
- Installation and commissioning of Technical upgrade packages from mechanical, pneumatic and electrical drawings along with Software & Firmware updates of required components.
- Contributes to customer satisfaction by executing Preventive and Reactive maintenance at customer sites along with timely response to service requests.
- Provide technical support and service training both internally and externally while maintaining professional and technical knowledge.
- Contributes to the continuous improvement effort and the support of multiple teams.
- Accurate completion of written and PC based maintenance records
- Provide periodic reports to management including customer complaints, trends, and suggestions for improvement.
- Occasional Service of Winbro equipment within our Rock Hill manufacturing facility may be required.
- Additional responsibilities include; customer relationship management, written documentation of service activities, and effective interaction and communication with internal technical support personnel, manufacturing, and sales.

Skills & Experience



- 3-5 years of field service experience required.
- Detailed working knowledge of PC based CNC equipment and drive systems as applied to complex 5 axis CNC machine tools
- Applicant will have excellent all-round skills in Electrical/Electronic and Mechanical maintenance disciplines.
- Working knowledge of PCs, PC, general test equipment & PC based control systems
- Understanding of Non-Conventional machine tools and experience with part programming and process development as applied to Non-Conventional machining equipment is preferred.
- Able to read systems/machine layout with blueprints for installation onsite.
- Ability to direct contractor(s) during systems/machine installations.
- Perform intermediate PLC troubleshooting (ex: program editing and network connections).
- Previous five axis machine tool maintenance experience is preferred.
- Experience of high voltage or high ampere machine tools will be of interest.
- A clear and logical approach to fault finding complex electronic control systems
- Reactive Service and Preventative Maintenance activities will be required.
- Ability to work alone, without direct supervision. Ability to troubleshoot using your own initiative but also able to liaise with other team members for coordinated problem solving, as required.
- Must possess basic software skills and proficient in Microsoft Office Suite (Word, Excel, PPT, & Outlook).
- Excellent customer service and communication skills along with good written and verbal communication skills, self-motivated and an effective team player.
- Physical requirements include the ability to lift 50 lbs.

Requirements:

- Must possess a valid driver's license along with U.S. Citizenship or existing Green Card Holder due to our customer facilities access requirements.
- Willingness and ability to travel extensively throughout North America, up to 80% travel may be required to meet customer needs. Limited travel overseas may be required.

Qualifications:

- High school or GED required, Vocational or Technical training recommended, Bachelor's or Associate's Degree preferred.

Training:



Training will initially be provided either in US or through an extended period in the UK; testing, installation and commissioning machines, water plants and the assembly / maintenance of tooling.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

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