

SPECTRUM TECHNOLOGIES USA, Inc.

Position: Field Service Engineer/Laser Systems Engineer

Location: 2330 W. Peoria Ave. Suite C-118
Phoenix, AZ 85029

Territory: North and Central America

Reports to: Customer Support Manager, North America
2445 E. Southlake Blvd, Suite 200
Southlake, TX 76092

Company Profile:

Spectrum Technologies PLC - the company at the leading edge of laser wire processing technology. The global leader in industrial laser technology for applications in advanced manufacturing. Formed in 1989, Spectrum is the designer, developer and manufacturer of CAPRIS® UV laser wire markers, developed originally for the aerospace market, and SIENNA,™ IR laser wire strippers. With the support of our strong customer base and a committed team of employees, our global network of sites, sales staff, system engineers and agents operating world wide, Spectrum Technologies provides cost effective solutions to organizations large and small. CAPRIS®: CAble PRocessing and Identification Systems is a Registered Trademark of Spectrum Technologies PLC. www.spectrumtech.com

Job Summary

The primary focus of this position is to provide the highest levels of systems engineering support to our customers throughout the territory. This will include installation, preventative and corrective maintenance, customer training, troubleshooting of laser, electrical and electronic systems, mechanical systems, cooling systems and a variety of other technical support activities.

Specific Job Description

Provide customers with on-site repair and maintenance support
Provide customers with telephone technical and fault finding support
Deliver customer training as required
Carry out installations from planning through customer acceptance
Ensure that on-site, and office based, customer files are kept up to date, including service records and any other documentation
Identify opportunities for improvement. This to include product design and business process improvements
Work with the Sales Management Team to identify and develop sales opportunities
Provide specialist support to other Spectrum Teams as required

Act as a team player by willingly helping in any area of the business in support of customers, suppliers, or colleagues

Candidate Profile

Candidate fulfilling this role must demonstrate the following characteristics:

- Action Oriented – A self-starter with the determination to complete assignments on time and to budget.
- Problem Solving – Ability to analyze complex problems by breaking them down into components and identifying the key/underlying issues. A systematic approach resulting in timely and effective resolution of technical problems
- Communications – A key communicator of information and knowledge, internally and externally
- Initiative – Able to work alone and take decisions and risks to serve our customers. Often under great pressure to achieve early results
- Effective Use of Time – An understanding on how to maintain focus on what is important, and to prioritize activities in line with customer and business needs

Skillset

Required: A broad engineering knowledge consistent with the need to diagnose faults, repair, maintain, promote, operate, and train customers.

Desired: Bachelors/Associates degree from an accredited college in a technical discipline, or equivalent experience/combined education, with 2 years of professional field service experience. Experience with optical or laser technologies a plus. Prior military experience a plus. Bilingual in Spanish for occasional Mexico travel a plus.

A willingness to travel as needed in response to our customer's needs is essential. United States Passport is required for occasional International travel.

For serious consideration email resume to:
esalinas@spectrumtech.com or
fax to: (817) 442-9448