

Star Cutter Company Elk Rapids Engineering



Job Description: Service & Assembly Technician
Effective Date: April 2021
Reports to: Service Manager

A Service Technician at Star Cutter Company – Elk Rapids will play a pivotal role in the future success of the company by supporting the needs of the machine assembly and service departments.

Daily Individual Responsibilities:

- Complete a vast training schedule to come up to speed quickly and efficiently on the construction of the Star Brand of CNC tool and cutter grinders.
- Once trained, build various assemblies related to the electro-mechanical build.
- Troubleshoot, install, maintain, and repair CNC machine tools, dealing directly with our customer base.
- Verify and release all new equipment for shipment through a developed quality system checklist.
- Prompt administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner.
- Identify and participate in sales opportunities such as new contracts, contract renewals, and spare part sales.
- Travel when needed to customer sites for service related tasks.

Team Responsibilities:

- Work with the assembly team to maintain build schedules and committed shipment dates to customers.
- Interface with both internal team members and external customers as part of a solution-based service model.
- Review, evaluate, and suggest areas within production/service where formal documentation and / or assembly practices need to be created.
- Bring back and summarize important continuous improvement ideas from experiences in the field to the engineering and service teams.

Requirements:

- Experience in a manufacturing / service environment. An associate degree focused around technology is a plus.
- Strong mechanical and electrical skills with proven ability to read and navigate blueprints, electrical schematics, etc.
- Excellent analytical, interpersonal, and communication skills with the ability to communicate complex technical issues in an easy-to-understand manner.
- Experience with control systems (NUM, FANUC, Siemens) is a plus.
- Experience with FANUC Robot systems is a plus.
- Ability to communicate clearly with peers, management, and customers.
- Strong work ethic with a focus on customer satisfaction.
- Team oriented attitude, ready to jump in and help where needed.
- Valid driver's license and good driving record is required.
- Travel up to 50%