



Star Cutter Company Job Description



Job Title Service Engineer **Location** Star SU, LLC
Hoffman Estates, IL
Reports to Service/Spare Parts Manager and Vice President of Sales

Role

The role of our Service Engineer is to service all machines sold by Star SU which include (but not limited to) runoff, installation, training customers, warranty support and additional support based on customer needs after machine warranty expires both domestic and international.

Responsibilities

- Installation and machine acceptance, customer training, repairs, maintenance, geometric alignment, software updates, as well as retrofits of Modul gear hobbing and deburring, Samputensili gear grinding and gear shaving, FFG turning and metal cutting machine tools
- Interpretation of error messages and systematic trouble-shooting and repair
- Customer contact and support via phone, e-mail and remote online communication to machine PC
- Project management for large scale automotive installation
- Identification of spare parts through trouble-shooting and inspection
- Cooperation in projects and technical support of the sales department
- Some physical demands of the job are bending, climbing, lifting, pushing and pulling
- 50-100% travel required within North America and occasional travel to Europe for machine acceptance and training (will require a valid passport)

Knowledge and Skills

- Training as machine tool assembler and/or CNC Control Technician
- Some experience in a related gear industry
- Ability to read mechanical, pneumatic, electric and hydraulic prints
- Consumer and service oriented understanding
- Ability to work systematically and independently
- Knowledge of various control systems (Siemens 840D and Fanuc)
- Knowledge in the field of gear technology
- Good communication and organizational skills
- Knowledge of spindle and axis drives on CNC machines

Education Requirements

- High School Diploma or GED
- Associates Degree in mechanical or electrical field preferred
- Trade School or Vocational Training desired

Experience Requirements

- Gear Industry related experience (1-2 year minimum)

Please submit resume to

Star Cutter Company
Human Resources Department
4210 Doyle Drive
Lewiston, MI 49756
HR@starcutter.com