

Installation / Service Technician

Superfici America, Inc. – Concord, NC

Superfici America is seeking a full-time, experienced Installation / Service Technician for our office in Concord, NC. Superfici America, Inc. is a subsidiary of Elmag SPA Monza, Italy. We offer a comprehensive range of finishing and sanding products and services, which meet the high demand of our customers in various industries throughout North America. Our innovative and technical machinery solutions help manufacturers looking to automate their sanding and finishing processes.

JOB SUMMARY

Serve customers by installing and servicing systems and products for an Italian based machinery manufacturer.

RESPONSIBILITIES

- Installation of large industrial equipment; travel to customer sites throughout North America for assembly of equipment, basic wiring connections, investigating problems, conducting tests, resolving problems, commissioning and training.
- Maintains rapport with customers by examining complaints, identifying solutions, suggesting improved methods and techniques, recommending system improvements, confidentiality.
- Keep personal tools in good order (supplied by company).
- Documents service and installation actions by completing forms, reports, logs and records.
- Updates job knowledge by accompanying senior technicians on trips, participating in lab tests when in the office, reading professional publications and participating in other educational opportunities when offered.
- Accomplishes operations and organization mission by completing related results as needed.

POSITION REQUIREMENTS

- Good mechanical skills, understands assembly, leveling, mechanical adjustments.
- Good written and verbal skills, familiarity with email a must.
- Basic electrical understanding required, able to follow instructions, electrical control skills a plus.
- Familiarity with paint and coatings a plus.
- Ability to work independently to complete installation required.
- Attention to detail.

TRAVEL

- Extensive travel, can include up to three (3) weekends per month. Some installs can exceed two (2) weeks.
- Most travel is air + car to customer's site.
- Company pays all work related travel expenses and per diem for meals.
- Ability to travel outside of the US.

EDUCATION

- Minimum: High School Diploma or GED.
- Technical or Vocational degree preferred.
- Company will provide specific training on our equipment

PAY AND BENEFITS

Competitive salary depending on qualifications. The overall benefits package includes medical, vision and dental insurance, 401(k) with company contributions. Paid vacation and holidays offered as well.