



Technical Support Engineer

Mazak Optonics Corporation, world class laser machine tool manufacturer, is seeking a full-time, experienced Technical Support Engineer to provide technical support to customers and other Mazak Optonics technical personnel in a clean, fun, friendly and dynamic environment.

Duties and Responsibilities

- Once trained on Mazak lasers and available technical resources, the role would be to provide technical support, providing customers with corrective steps on repair and servicing of machines to pursue total customer satisfaction.
- Provide verbal and written communication to customers by identifying problems, researching answers and guiding customers through corrective action.
- Determine when customer service requests require onsite intervention.
- Prepare customer quotations for service, parts and equipment for repairs.
- Provide verbal and written support to Field Service Engineers.
- Conduct technical communication with the Mazak factory and OEM suppliers in order to properly and efficiently achieve completion of objectives.
- Recognize and evaluate service trends. Provide engineering reports and documentation to the factory, while contributing possible engineering solutions to the problem.

Qualifications

- Excellent communication skills, both verbal and written.
- Organizational skills with the ability to multi-task in a demanding customer service environment.
- Strong electrical skills and ability to read electrical schematics.
- Strong mechanical skills and ability to read mechanical drawings.
- Demonstrated customer service skills, positive attitude, patience and respect for others.
- Ability to work as a part of a professional team, demonstrate sound judgement and display enthusiasm.
- Occasional overnight travel as needed to customer sites.

Education/Experience

- Candidates should possess experience with hand tools, mechanical repair, electronics repair and troubleshooting. Optical design, assembly or alignment experience is a plus.
- Proficient in Microsoft Word, Excel, and PowerPoint



Technical Support Engineer – continued

Starting salary is commensurate with experience. Mazak offers a highly competitive benefits' package including 401K, health, dental, vision, and life insurance and paid time off.

In order to be considered for this position candidates must submit a cover letter, resume, three professional references and salary history electronically to [hiring@mazaklaser.com](mailto: hiring@mazaklaser.com).