

Job Title: Field Service Technician

Location: Rushville, NY

Company: Rush Machinery specializes in marketing, manufacturing, and servicing a line of production and support machinery for the cutting tool industry. We provide innovative, practical, and top quality products that save time and money and improve the way people grind tools.

Purpose: We are a growing company seeking an experienced Service Technician to service, install, train, and assist in the production of standard and custom machines. Wheel Truing and Dressing Machines, Grinding Fluid Filtration Systems, Carbide Rod Cut-Off Machines, Polycrystalline Tool Grinders, Drill/ Tool Grinders and associated machinery. This dynamic individual will embrace our core values of honesty, integrity, creativity, and social responsibility to help us continue with the highest level of customer service in the industry.

The Successful candidate will:

- Provide installation services and test machines at customer facilities, train operators in proper procedures, deliver timely customer service calls.
- Machine repair & troubleshooting - communicate with the customer to determine machine problems. Troubleshoot hydraulics, electronics, software, electrical, pneumatic and mechanical systems. Diagnose and repair problems. Identify and replace parts as necessary. Test and make adjustments. Ability to troubleshoot resourcefully with minimal product support.
- Communicate with the customer while at the customer site. Follow-up with customer after the repair is complete.
- Comply with safety regulations and maintain a clean and orderly work area.
- Assist shop personnel in the production and assembly of machines and other miscellaneous duties and responsibilities as required by the position.

Job Requirements:

- Minimum Associates Degree in a technical discipline, or 2+ years of equivalent experience in an industrial equipment company preferred
- Excellent technical aptitude, electrical capability.
- Some practical experience in the cutting tool industry is desirable.
- Strong analytical abilities to identify and resolve problems
- Some working knowledge of CAD, PLC programming a plus
- Willing to travel up to 25%-50%

Attributes:

- An active learner – always trying to learn and improve.
- Safety oriented team player with a strong sense of responsibility and accountability
- Effective communicator – both written and oral
- Ability to work with minimal supervision
- Comfortable working independently or in cross-functional team
- Dedicated to providing outstanding customer service through attention to detail and follow-through
- Willing to commit additional time during peak sales periods
- Committed to making a personal investment in learning and growth through skill training and education.

Benefits & Compensation:

- Salary commensurate with experience
- Competitive benefit package that includes medical insurance, dental insurance, Simplified Employee Pension

Send Resume and Cover Letter to:

Dave@rushmachinery.com