



4761 Route 364, Rushville, NY 14544 USA
dave@rushmachinery.com www.rushmachinery.com

Job Title: Lead Field Service Technician

Location: Rushville, NY

Company: Rush Machinery provides top quality products and service that help people grind better. We build an extensive line of production and support machines for industries that use diamond and CBN wheels and work with carbide and other hard materials.

Purpose: We are a small and growing company seeking an experienced Field Technician to lead, service, install, train, and assist in the production of standard and custom machines. This dynamic individual will embrace our core values of honesty, integrity, creativity, and social responsibility to provide outstanding customer service.

Our machines are used for: Truing and dressing diamond wheels; Cutting off carbide/HSS rods and tools; Cutting, prepointing, and chamfering carbide/HSS rods; Chamfering carbide/HSS rods; Balancing wheels and tools; Grinding PCD tools; Filtering grinding oil; and Sharpening drills and tools.

This is a full-time Lead Field Service Technician position based out of the Rush Machinery plant in Rushville, NY.

The Successful candidate will:

- Provide guidance, leadership, and assistance in managing Field Technicians working on a variety of jobs.
- Provide leadership performing installation services and test machines at customer facilities, train operators in proper procedures, and 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 adjust. Ability to troubleshoot resourcefully.
- 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:

- 5+ years of experience in an industrial equipment company and an Associate's Degree in a technical discipline preferred.
- Excellent technical aptitude, with mechanical and 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 30%-50%.

Attributes:



4761 Route 364, Rushville, NY 14544 USA

dave@rushmachinery.com www.rushmachinery.com

- 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 Cover Letter and Resume to:

Dave@rushmachinery.com