



## Field technician

The field technician will be mandated to support Laserax's customers, by offering technical assistance during preventive or curative maintenance. He or she resolves service issues related to the products and carries out the service contracts. The candidate is required to travel internationally to repair defective systems and/or troubleshoot remotely.

### Company description

Laserax works with the world's leading manufacturers to implement automated laser marking and cleaning solutions. Providing turnkey machines and OEM systems, the driving force behind Laserax is the desire to push the limits of laser technology and establish new standards in the industry.

### Responsibilities

- On-site intervention to diagnose and repair failures
  - Programming and troubleshooting of PLC, HMI and Drive
  - Debugging and recalibrate laser systems
- Participate in the start-up and integration of Laserax systems
- Provide technical assistance over the phone and by email
- Populate and manage the after-sale database
- Maintain rigorous and regular follow-up with requesting customers
- Train the client's on-site operations staff
- Identify customer needs for service contract purposes during customer visits.

### Profile

- Education in engineering or any other training and/or experience deemed relevant
- At least 3 years of relevant experience
- Be available for national and international travel
- Have a valid driver's license and passport.
- Good Knowledge of PLC Allen Bradley and Siemens
- Good knowledge of electrical wiring and reading schematics
- Able to easily interact with customers
- Strong ability to interact and communicate with different customers and colleagues internationally
- Ability to perform multiple types of tasks
- Analytical mind for problem solving
- Being able to work under pressure

## Why work for Laserax?

1

***Your work has a direct impact on the company***

At Laserax, there's room for your ideas and initiatives. Besides, there's a good chance you're going to set them up!

2

***Being at the forefront of innovation***

Being actively involved in the creation of an international flagship in its field is quite exciting!

***A dynamic team!***

3

There are a number of social activities to get to know each other better

***A quality of life***

Work-life balance is essential!

4

We offer flexible hours and mobile days. In addition, we are closed during the Holidays! Take the opportunity to relax, especially since you get paid to do it!

*Our corporate values are*  
***Fun, expertise, commitment and***  
***creativity***

Send your resume at  
**rh@laserax.com**