

Company: Industrial Physics, Inc.

Location: United States (Various Regions)

Type: Full-Time

Experience Level: Mid-Level

About Us:

When you work with Industrial Physics, you'll be providing solutions for some of the most recognizable brands on the planet. We protect the integrity of manufacturers, production lines, and laboratories across the world. And we do this through the development of trusted test and inspection solutions that ensure the quality of packaging, materials, and products. In fact, it's very likely that many of your favorite products – the ones you depend upon every day – will have been tested using our equipment.

A job with Industrial Physics allows you to make a real difference. When you build your career with us, you're not only protecting the integrity of the world's leading brands and manufacturers, but you're also having a positive impact on real-life, everyday moments.

Industrial Physics is home to a family of brands including Technidyne, TQC Sheen, CMC-KUHNKE, and United Testing Systems. We've got some very ambitious plans. With offices located across the world, and a host of remote positions available, our global team is growing rapidly.

Job Overview:

We are seeking a highly skilled and motivated **Regional Field Service Technician** to join our team. In this role, you will be responsible for the installation, maintenance, calibration, and repair of our equipment at customer sites within your assigned region and cross-regions where applicable. Your technical expertise and excellent customer service skills will be crucial in ensuring our clients receive the best support possible.

Key Responsibilities:

- Perform installation, troubleshooting, maintenance, and repair of instrumentation and equipment of various types including flexible and rigid packaging test equipment, materials testing measurement equipment, physical property testing measurement equipment at customer sites across the Americas region.

- Provide technical support and training to customers, ensuring they are proficient in the operation and maintenance of our equipment.
 - Conduct routine inspections and preventive maintenance to ensure optimal performance and longevity of equipment.
 - Diagnose and resolve technical issues efficiently to minimize downtime and customer impact.
 - Maintain accurate records of service activities, including service reports, parts used, and customer interactions.
 - Collaborate with the technical support team and other departments to address complex issues and improve service processes.
 - Always ensure compliance with safety regulations and company policies.
 - Manage service parts inventory and ensure timely replenishment.
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Qualifications:

- Associate's or Bachelor's degree in Electronics, Mechanical Engineering, or a related field, or equivalent work experience.
 - Minimum of 3 years of experience as a Field Service Technician or similar role.
 - Proficiency in troubleshooting and repairing hardware and software solutions for electromechanical equipment required.
 - Strong technical aptitude with a solid understanding of electrical, mechanical, and software components.
 - Excellent problem-solving skills and the ability to work independently.
 - Outstanding communication and interpersonal skills.
 - Willingness to travel extensively within the assigned region (up to 75% travel).
 - Valid driver's license and a clean driving record.
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Preferred Qualifications:

- Experience Servicing, Preventive Maintenance, and Calibration for equipment supporting Scales & Balances, Pulp & Paper Quality Lab equipment, medical devices, industrial automation, and more.
 - Bilingual (English & Spanish) preferred
 - Familiarity with Calibration Reports, CRM and Service Management Software
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What We Offer:

- Competitive salary and benefits package.
- Comprehensive training and development programs.
- Opportunity to work with cutting-edge technology and a talented team of professionals.
- Career growth and advancement opportunities within the company.
- Supportive and collaborative work environment.

How to Apply:

Interested candidates are invited to apply via LinkedIn by submitting their resume and a cover letter detailing their qualifications and experience. For more information about Industrial Physics, Inc., please visit our website at <https://www.industrialphysics.com>.

Equal Opportunity Employer:

Industrial Physics, Inc. is an equal opportunity employer.

Join us at Industrial Physics, Inc. and be a part of a team that values innovation, dedication, and customer satisfaction. Apply today and help us continue to deliver excellence in everything we do!