



Technical Support Engineer

COMPANY DESCRIPTION:

Perceptron, Inc. is an established technology company with a long history of innovation. Our global infrastructure, technological breadth, brand recognition within the industry, and—most of all—our people, set us apart from the competition.

Perceptron develops, produces, and sells non-contact measurement and inspection solutions for industrial and commercial applications. Automotive and manufacturing companies throughout the world rely on Perceptron's metrology solutions to help them manage their complex manufacturing processes to improve quality, shorten product launch times, reduce overall manufacturing costs, and ultimately improve productivity. Additional information is available at www.perceptron.com.

Perceptron was recently acquired by Atlas Copco and a part of Atlas Copco's newly created division Machine Vision Solutions within the Industrial Technique business area.

Atlas Copco, a company established in 1873, based in Stockholm, Sweden has customers in more than 180 countries and 39,000 employees. Through Perceptron's position in automated metrology and robot guidance solutions, together with the recent acquisition of ISRA VISION, Atlas Copco is creating a strong offering in machine vision solutions. The customers will receive an increased support in their transition towards smart manufacturing and flexible automation.

WHAT CAN YOU EXPECT FROM US?

- An inviting, family-like atmosphere
- Ample opportunities for professional development
- New challenges and opportunities to learn every day
- A culture known for respectful interaction, ethical behavior and integrity
- A rewarding, forward-thinking company culture with excellent company benefits
- Comprehensive benefits package including competitive compensation, medical, dental, vision, life insurance, ST/LT Disability Insurance, and a 401k with Company Match.

Passionate people create exceptional things. At Atlas Copco we believe in challenging the status quo, always looking for a better way. Our leading-edge technology enables us to innovate for the future. We believe that people make it happen and with us you are empowered to act. Your ideas can make a real difference and contribute to the quality of life for people everywhere.



POSITION DESCRIPTION:

As a Perceptron **Technical Support Engineer**, you will receive, diagnose, and schedule service calls to coincide with plant work schedules.

The **Technical Support Engineer** will:

- Meet scheduling expectations and interact effectively and respectfully with customers
- Identify the problem on production critical systems and makes the necessary repairs to the system – either onsite or remotely.
- Gain confidence and working relationship with customers.
- Provide phone support along with after hours and weekend support.
- Provide preventive maintenance plan to assure maximum up time.
- Support internal and sub-contractor support for issues during installation.
- Interact with hardware engineering and software engineering/support group to help resolve hardware and software issues.
 - You will be required to Duplicate and debug software and hardware issues following through to the resolution of the issue.
- Learn to integrate Perceptron technology with other equipment such as laser trackers, robots, and communication interfaces
- Take initiative to broaden skillset across all Perceptron applications (Gauge/Guide), as opportunities arise.

Candidate Requirements:

- Bachelor's Degree (Engineering, Math, Physics) or equivalent education and experience
- 3-4 years of experience with technical projects involving concept, design, and build phases
- Ability to analyze data and recognize correlation trends and anomalies
- Ability to work as part of a team and work remotely in field
- Strong communication skills in technical environment
- Demonstrate strong customer service and problem resolution skills

TO APPLY: Send your resume to jobs@perceptron.com.

NO AGENCY REFERRALS ACCEPTED.

PERCEPTRON IS AN EQUAL OPPORTUNITY EMPLOYER.

Referral Level: 1

