

Field Service Engineer - Manager - Precision Motion Control

Unique opportunity to build a new Field Service Department to provide service, repair and support warranty contracts for industrial customers throughout North America for our highly technical precision motion control, automation, and air bearing instrumentation product lines. This is a hands-on field service engineering and management role that will work from our US headquarters in Auburn MA. Significant hands on work experience is required with mechatronics, control systems including robotics, imaging, lasers, optics, or photonics.

Initially this position will

- Work with the support of a global team to develop a service model for contracts and warranties for North America
- Provide initial repair and warranty service
- Support the outside sales team with key customer relationships

In the future our vision is for this role will manage the Service Hub Department including managing a team of Field Service Technicians.

Required:

- BS Mechatronics, Mechanical Engineering or Electrical Engineering with controls or systems concentration. MS or MBA welcome but not required.
- Travel up to 50% – primarily within the US & Canada; occasional global travel
- Candidates must be able to produce evidence of the permanent ability to live and work in the US as an employment contingency.

Desired experience:

- Military officer veterans who served in a technical capacity on a submarine, aircraft carrier and/or who have a nuclear background or
- 10 years of professional work experience including the development and administration of service contracts and warranties.
- Demonstrated experience working with industrial or OEM customers as a Field Service Engineer or related role in our technology niche: micro and nano precision positioning, automation and air bearing technology.
- Excellent communication skills
- Capable of managing employees, including remote employees.
- This is not an entry level role, however, we will consider candidates with more or less experience if they have demonstrated knowledge in our industry and a keen desire to move into this type of role.

Additional Technical Competencies:

- Familiarity with CAD programs (SolidWorks), LabView, MatLab, VisualBasic is a plus
- Solid understanding of Motion Controls (Closed-Loop, PID Tuning, Stepper or Servo Motors)
- Understanding of Closed-Loop Sensors preferred (Encoders, Strain Gauge or Capacitive Sensors)
- Experience with piezoelectric materials and applications that utilize piezoelectric actuators or sensors
- Natural Curiosity and Interest in Learning Required



PI offers a pleasant working environment that is team oriented and challenging. This position includes a competitive salary in addition to a very generous benefits plan including paid vacation and sick leave, medical, dental, vision, and company contribution to a 401K retirement plan.

About PI:

- PI is the world leader in high precision positioning systems: Nano Positioning, Micro Positioning, 6 DOF Hexapod Platforms. Our product lines include piezoelectric-based nanopositioners, motorized stepper, servo and linear motor stages. Our customers are the leading OEM's and researchers in high tech fields such as semiconductor, photonics, biomedical, aerospace, astronomy, metrology, scientific instrumentation, and scientific research in microscopy and beam lines.
- In addition to selling and servicing the motion products mentioned above, PI USA manufactures standard and custom air bearing motion systems.

PI Physik Instrumente, LP is an Equal Employment Opportunity Employer/Protected Veterans/Individuals with Disabilities. This is a direct hire. No agencies at this time, please no solicitations. Job requisition: 180712