

Field Service Manager

Are you experienced and knowledgeable in field service operations and processes? Do you have a technical background, specifically with highly integrated mechanical/software products? Do you enjoy leading others, have experience in a management role, yet also love jumping in to the work with the rest of the team in order to achieve desired and satisfactory results? If so, Data I/O could be the place for you!

Headquartered in Redmond, Washington, but a global company with subsidiary offices in Munich, Germany and Shanghai, China, Data I/O is the world's leading provider of device programming systems and solutions for global manufacturers of automotive, medical and industrial electronic products. Many of our customers are leading the electric vehicle revolution and rely on Data I/O to keep their production lines running smoothly.

We are currently seeking a full-time Service Manager to manage and oversee all service activity within the Americas region, with the capability to perform all responsibilities of a Field Service Engineer, alongside the team. This includes the USA, Mexico Canada, and Latin America. In this position, you will be responsible for managing a small team of Field Service Engineers as well as third-party service representative firms in Mexico and Latin America, delivering service via onsite visits and remote methods. Our service team has been voted best in the industry two years running and we want you to help us build upon that success.

Additional responsibilities include:

- Ensure accurate and up-to-date training is completed for all existing and new service engineers, both internal and external, in the Americas region.
- Oversee all service requests for the Americas, assigning to appropriate persons, ensuring follow-up and timely response occurs while managing the schedule for travel.
- Lead Americas Service Meetings and regularly interacts with other departments, specifically the local sales team, attending special meetings as needed.
- Oversee and organize the repair process for internal and external customers.
- Handle customer calls for issues with automated systems, managing any escalations and communicating up to senior management.
- Maintain strong communication with leadership in order to keep service objectives aligned to company goals.
- Responsible for service communications both internally and externally, such as defining subject matter for service bulletins and distributing accordingly.
- Publish and review service key performance indicators (KPIs), and other service analytic reports, to ensure quality standards are met and areas for improvement are identified and remedied.
- Participate on behalf of service in Redmond engineering meetings and communicate any necessary information back to worldwide service and/or distributors and customers via internal tools and service bulletins.

Minimum Requirements:

- Bachelors degree in engineering (software, electrical and/or mechanical)
- Minimum 3-5 years relevant experience to include working with highly integrated mechanical/software products (SMT or ATE equipment).
- Minimum 3 years experience in a management role (managing service rep firms, a plus).

- Experience with device programmers (robotics or pick and place machines), a plus.
- Ability to communicate clearly and professionally both verbally and in writing up and down the organization, including effective use of listening skills
- Strong understanding of customer and business needs, including in-depth knowledge and technical understanding of Data I/O organization and programming systems.
- Skill in working independently, prioritizing and following through on assignments with minimal direction.
- Good command of Spanish in oral and written communication, a plus.
- Ability to travel, sometimes on short notice, to customer sites primarily in Americas region.

Join our team!

We offer:

- A rewarding and challenging work environment
- Copay/High Deductible Health Plan, Dental & Vision Plans with FSA/HSA options
- Group & Voluntary Life Insurance, LTD & AD&D
- 401k plan with company match
- Employee Stock Purchase Program
- 4 weeks paid time off (PTO) each year
- Holiday pay and time off 12/25-1/1 each year, in addition to other standard holidays

Data I/O Corporation is an Equal Opportunity Employer