

# Field Service Engineer

Are you an engineer that likes to work with robotics and enjoys technical challenges? Do you enjoy travel and have the ability to communicate technical information effectively?

Headquartered in Redmond, Washington, Data I/O is a global company with subsidiary offices in Munich, Germany and Shanghai, China and the leading provider of device programming systems and solutions for memory devices. We are currently seeking a full-time Field Service Engineer to provide onsite installation, assessments, maintenance and troubleshooting services of automated machinery. When not travelling the Field Service Engineer will perform service tasks including, but not limited to, troubleshooting customer issues via telephone, e-mail, video conference and internal service ticketing system, prepare spare part quotes, order entry and customer follow-up.

## Duties and Responsibilities:

- Create and manage project plans to ready a customer site for product installation, customer training, machine assessment or troubleshooting.
- Secure customer acceptance of installation and repair sign-off.
- Collaborating with Quality and Engineering to improve test methods and find resolution for problems.
- Responsible for creating documentation and electronic reference material to support the field service of products.
- Provide customer support and internal support while in the office. This may occasionally require working odd hours depending on the situation.
- Provide internal engineering and manufacturing support as required.
- Maintain field service records for provided support and upgrades.
- Participate in product design activities representing service.
- Executes other ad-hoc projects as determined by manager.
- Travel to customer sites (some international) to perform installation, maintenance, and troubleshooting of products.

## Minimum Requirements:

- A bachelor's degree in electrical, mechanical or software engineering.
- Have, or ability to obtain a U.S. passport.
- 3-5 years' experience in a field service role. Emphasis on understanding software engineering in an automated system is a big plus.
- Experience working with automation – sensors, motion control, pneumatics, firmware, software.
- Experience with direct customer interaction in the field or over various forms of communication (phone, e-mail, MS Teams, Zoom, service ticketing system)
- Understanding service industry best practices, knowledge of ISO9001:2015 standards, and strong skills in document creation.
- Excellent customer service focus with ability to reliably respond to inquiries, communicate and interact with customers who have limited technical knowledge.
- Ability and willingness to travel within North, Central and South America approximately 60-% as required. Limited travel to other world-wide regions may also be required
- Excellent organizational skills with ability to work independently, prioritize, multi-task, follow through, and meet deadlines within a customer-focused work environment.
- Spanish speaking a big plus.
- Computer skills in MS office suite and ERP systems.

Join our team!

We offer:

- A rewarding, challenging and flexible work environment
- PPO/HSA Health Plan, Dental & Vision, Life and Disability Plans

- Incentive Compensation
- 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
- Redmond location with free parking and one daytime shift

Washington Pay Range: \$100,000 - \$135,000

The pay range above is the general base pay range for a successful candidate in the state listed. The successful candidate's actual pay will be based on various factors, such as work location, qualifications, and experience, so the actual starting pay may be above or below this range. At Data I/O, team members in regular, non-temporary roles are eligible for an annual bonus or sales incentive, based on their role. Most are eligible for an annual bonus based on company performance which is set at a percentage of the team member's eligible earnings in the prior year.

Data I/O Corporation is an Equal Opportunity Employer