



Field Service & Installation Engineer

Become a Field Service & Installation Engineer for SLM Solutions NA, Inc., where you will work with leading edge metal 3D printing technology in the exciting and growing additive manufacturing market. This is a great entry level or early career position for a new or recent engineering college graduate with hands on technical skills. We are looking for candidates to work from our North American office in Wixom, Michigan.

COMPANY DESCRIPTION:

SLM Solutions is a leading provider of metal based additive manufacturing technology, commonly referred to as 3-D printers, utilizing selective laser melting and powder bed fusion technology. Our 3-D printers are designed to produce parts directly from a variety of metal powders. The customers for our metal based additive manufacturing systems come from various industries such as aerospace, energy, healthcare, and automotive. Headquartered in Lübeck Germany, SLM Solutions has approximately 350 employees worldwide.

POSITION DESCRIPTION:

SLM Solutions NA Field Service Engineers provide support to internal and external customers by applying their knowledge and experience with SLM Solutions machines. This position is primarily focused on field installation and field service, and the successful candidate will be responsible for installation of complete systems at customer locations throughout North America. Machine installation includes mechanical set-up, electrical hook-up, precision alignment, and establishing customer network interfaces. In addition, the Field Service Engineer will:

- Provide technical phone support for installed machines.
- Troubleshoot electrical, mechanical, cooling, and gas systems to get machines running.
- Work with customer personnel during installation and start-up.
- Provide initial on-the-job customer training on system use.
- Attend meetings with customers to discuss installation or repair status and timing.
- Communicate the installation or repair status frequently to the customer and the Service Manager.
- Work closely with the Service Manager to ensure the effective and efficient installation SLM Solutions machines.

Although you will work from our office in Wixom, Michigan, this is field work requiring **extensive travel**.

The starting salary for this position will be commensurate with qualifications and experience. A monthly car allowance is also provided.

CANDIDATE REQUIREMENTS:

Required Education and Experience:

- Bachelor's degree in Mechanical, Electrical/Electronic, Automation Technology or similar degree.
- Practical, hands-on mechanical and electrical troubleshooting experience with industrial equipment.
- Computer skills.
- Ability to read electrical schematics.
- Strong interpersonal and communication skills.
- Although some of the work is performed in local customer plants, you must be willing and able to travel as much as 70% of the time since most customer locations are non-local.
- Ability to travel internationally if requested.



- Experience requiring use of organizational skills.
- Ability to work independently and cope with pressure.
- Valid driver's license and good driving record.
- Hiring process includes background and reference checks which must have satisfactory results.
- Must be authorized to work in the United States.

Other Desired Qualifications:

- Experience with 3D printing technology.
- Hands-on experience with automation systems in manufacturing plants.
- CAD software experience.
- Bi-lingual English + German.
- Computer hardware/software set-up experience.

OUR COMPREHENSIVE BENEFITS PACKAGE INCLUDES:

- Competitive Compensation
- Medical, Dental, Vision Insurance
- Short Term Disability Insurance
- 401K with Company Match

TO APPLY: Send your resume to careers@slm-solutions.us

NO RELOCATION ASSISTANCE AVAILABLE.

SLM Solutions NA, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.