

Job Description: Technical Support Specialist I

Essential Functions:

- Provide technical support to customers setting up new equipment and installing accessories
- Assist customers with troubleshooting problems on existing equipment
- Document details of interactions with customers for reference and continuous improvement
- Project work based on manager or team directives

Requirements:

- Bachelor's degree in industrial technology, manufacturing, or relevant experience (preferred)
- Minimum of a 2-year technical degree in CNC machining, programming, and/or robotics
- Minimum of 2-3 years of CNC machining, preferable in Programming, Setup, & Fixturing
- Mechanical knowledge: 3 years preferred
- Experience troubleshooting and repairing equipment: 2 years preferred
- Strong math skills
- Spending time in the R&D area to inspect equipment, which may require lifting (up to 50 lbs.), bending, and kneeling, while on the phone with customers

Strengths needed for this role:

- Ability to work independently and follow verbal and written instructions
- Strong attention to detail and physical acuity for troubleshooting machinery
- Proficiency in G and M Codes used in CNC mill, lathe, and router operations
- Knowledge of speeds and feed in machining processes
- Ability to troubleshoot electrical and mechanical issues in CNC equipment
- Excellent communication skills to work effectively with customers of varying skill levels
- Proficiency in the Microsoft Office ecosystem
- Familiarity with providing technical support via telephone, email, or video call
- Broad experience with other manufacturing processes

The position requires that you operate in our Madison, WI, office with a hybrid approach to remote work; in-office work is required as the job demands, with scheduled collaborative days and onboarding phases. This is a full-time position with work hours from Monday through Friday, 8 a.m. to 5 p.m.; some weekends and evenings may be required for project-based work or shows.