

Job Title: Field Service Technician

Position Overview

The Field Service Technician supports Tormach customers through onsite installation, commissioning, diagnostics, repair, and service-related training for CNC machines and accessories. This is a hands-on, customer-facing role responsible for delivering high-quality field service while representing Tormach professionally at customer locations.

This position is structured as an hourly field service role and is expected to spend most of its time traveling to customer sites. When not traveling, the technician supports Technical Support customers remotely through troubleshooting, case follow-up, service coordination, and other assigned customer support activities.

Key Responsibilities

Field Service, Installation & Repair

- Perform onsite machine installation, startup, commissioning, repair, and service work for Tormach CNC equipment and accessories.
- Diagnose mechanical, electrical, pneumatic, and operational issues in the field and complete corrective actions in a safe, efficient, and professional manner.
- Verify machine performance after service activity, including operational checks, alignment-related review, and overall readiness for customer use.
- Document service findings, parts usage, labor activity, and follow-up recommendations clearly within company systems and service records.

Customer Support & Technical Assistance

- Support customers with machine setup, accessory installation, troubleshooting, and service-related questions using standard Tormach processes, documentation, and support tools.
- Provide remote assistance to Technical Support customers when not traveling, including phone and email support, service case follow-up, and escalation assistance as needed.
- Communicate clearly with customers of varying skill levels, set practical expectations, and coordinate with Technical Support, Engineering, Operations, and other internal teams to resolve issues effectively.

Travel, Readiness & Work Practices

- Maintain a high level of travel readiness and flexibility, with substantial overnight travel expected based on customer demand, territory needs, and service priorities.
- Maintain a valid driver's license and good driving record, and work independently while managing time, travel logistics, and customer commitments responsibly.
- Follow Tormach safety expectations, service procedures, and reporting requirements while maintaining a professional and customer-focused presence in the field.

Qualifications

Education & Experience

- 5+ years of hands-on CNC machining, machine repair, field service, maintenance, installation, or closely related technical experience.
- Technical degree, apprenticeship, military technical training, or equivalent practical experience in machining, automation, electromechanical service, or industrial equipment.
- Experience supporting machine setup, troubleshooting, and repair in a manufacturing or machinery environment preferred.

Skills & Competencies

- Working knowledge of G and M code, machine setup, tooling, workholding, speeds and feeds, and practical machining fundamentals.
- Ability to troubleshoot electrical, pneumatic, and mechanical systems found in CNC equipment.
- Strong communication, documentation, organization, and customer service skills with the ability to work independently.
- Proficiency with Microsoft Outlook, Teams, Word, and Excel; ERP, CRM, or ticketing experience is a plus.