

Electro-Mechanical Technician

Position Summary

The electro-mechanical technician reports to the Solo Product Manager and is responsible for assembly, commissioning, troubleshooting and service of field deployed RedZone Solo robotic systems. This is a hands-on position that will require gaining familiarity with the design, construction, testing and operation of the Solo robot and support equipment. In addition to deploying, maintaining, and troubleshooting the robots, the technician will be required to train customer crews to do the same. The technician will also conduct beta deployments for the sales team, and thus should also be presentable, personable, positive and well spoken as a primary point of contact with the customer. This position will require heavy travel of 75% to 100% for the first year and then reduce to 25% travel.

Responsibilities

- Primary responsibilities are to deploy Solo robots and train customer crews
- Troubleshoot and service field deployed robotic systems
- Provide training to customer and internal deployment crews
- Document system failures and service history
- Provide feedback for design, operation, and maintainability improvements
- Support engineering in execution of field upgrades
- Position will occasionally require direct customer contact and ability to manage customer expectations and concerns while also maintaining RedZone's image as a professional organization with cutting edge capabilities
- For unfamiliar repairs, work with phone guidance from engineers at RedZone HQ

Requirements

- Must have hands-on experience with electro-mechanical assembly and repair.
- Strong mechanical and electrical aptitude with the ability to read drawings and schematics for both
- Mechanical assembly or repair experience required
- Demonstrated ability in troubleshooting electrical and or mechanical systems
- Experience in machine tool or robotic designs and equipment integration/ installation a plus
- Expertise with Microsoft Office Products (Excel, Word, Visio and Power Point) required.
- Comfortable with computers in general, and with variety of software tools, ability to learn new software tools.
- The proven ability to work independently in the field while interdependent on headquarters staff
- Excellent verbal and written communication skills
- Outgoing personality, who works well as both a leader and a member of a team.
- Self-starter, enthusiastic, team player, committed, hard working, honest and effective.
- Ability to travel heavily, more than 70%, often on short notice
- Drivers license and good driving record required

Compensation

- Competitive Salary commensurate to experience
- IRS Per-diem pay
- Benefits include health, 401K, dental and flexible work hours.