



## **In House Service Engineer**

Repete, a leading software automation controls company with world headquarters in the greater Milwaukee area, develops and implements solutions for Animal Nutrition and related industries throughout the world. We provide a results-oriented, fun, and healthy work environment for our employees. Repete was recognized as a Future 50 company in the greater Milwaukee area.

We have an immediate opening for an **'In-house' Service Engineer** to join their Sussex, WI team. This position offers the opportunity to work with our diverse customer base, troubleshooting over the phone PLC/PC based control systems for process controls.

### ***Responsibilities:***

- Resolve existing customer systems issues with the use of a variety of technical/troubleshooting skills
- Troubleshooting PLC control systems
- Install system changes remotely
- Apply problem replication from previous calls
- Assist with new system function / new equipment testing
- Document all customer cases in existing database
- Provide on-call support as shared by the team

### ***Additional Qualifications:***

- Associate Degree or Equivalent in work experience
- 1-2 years of related Field Service experience
- Familiarity with PC Operating systems (XP, Win7, Win10) and basic networking
- Prior experience with Allen Bradley PLC (SLC, Control and Compact Logix)/XML edits/Access & SQL Database file access/scripts, and troubleshooting required
- Knowledge of typical factory automation equipment (motors, VFD's, analog circuits, etc.)
- Ability to read schematics and technical manuals
- Solid customer service experience in a technical environment
- Troubleshooting experience with associated software and hardware
- Remote connection access such as RDP, Team Viewer, and LogMeIn skills preferred

### ***Work Hours Environment:***

- Repete's core business hours of 8:00 AM to 5:00 PM (CT), Monday through Friday.
- May be required to work after/before hours and/or weekend/holiday hours if required by the nature of the work.
- Flexible, Hybrid work environment to include home and office.

Wage commensurate with experience.

-Repete offers an excellent benefits package including medical, dental, vision, life and long-term disability insurance, 401(k) retirement plan with company match and PTO.

-Repete is an equal opportunity employer.

-Only qualified candidates considered will be contacted. No agencies please.