



## **Automation Support Technician**

Repete Corporation has an immediate need for an **'Automation Support Technician'** to join their Sussex, WI team. This position offers the opportunity to work with our global customer base, troubleshooting over the phone PLC/PC based control systems for process controls. This is a flexible, hybrid work environment to include home and office. This role has an established career growth path to our Automation Engineering Team.

Repete is a solid organization with a family friendly approach and outstanding benefits. We design and deliver automated control system solutions for plants and feed mills worldwide. Our systems can range from partial controls to full plant automation. We are proud to support some of the most successful companies around the world.

We provide a results-orientated, fun, and healthy work environment with a great culture for our employees.

### **Primary Responsibilities Include:**

- Resolve customer systems issues with the use of a variety of technical/troubleshooting skills.
- Diagnose issues with PLC control systems & plant equipment.
- Install system changes remotely.
- Review customer database for proper configuration and usage.
- Perform problem replication from previous calls.
- Assist with new system function / new equipment testing.
- Document all customer cases in the existing database.
- Achieve assigned goals, tasks & meet deadlines.
- Participate in on-call rotation outside of core business hours.

### **Skill Sets Include:**

- 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)
- Allen Bradley Software (RSLogix 500, RSLogix 5000)
- XML file edits
- Access & MS SQL Database
- Knowledge of typical factory automation equipment (motors, VFD's, 4-20ma analog circuits, etc.)
- Ability to read schematics and technical manuals
- Proven ability to provide excellent customer service in a technical environment
- Troubleshooting experience with associated software and hardware
- Familiarity with remote connection access such as Microsoft Remote Desktop (RDP), TeamViewer, and LogMeIn skills preferred
- Familiar with use of an ERP systems - NetSuite or similar
- Bilingual is a plus

Repete's core business hours of 8:00 AM to 5:00 PM (CT), Monday through Friday.

May be required to work outside of core business hours.

Valid driver's license required – Training will require travel