Technical Automation Support Engineer

Position Overview: We are seeking a customer-focused **Technical Automation Support Engineer** to join our team. As a recent graduate in or experience with electrical, mechanical, or automation engineering, you will play a critical role in assisting our global customers in troubleshooting and problem-solving their plant computer automation issues. Your passion for technical problem-solving and your knowledge of software automation, Allen Bradley PLCs, and factory automation equipment will be instrumental in providing effective solutions for our valued customers. This position requires a strong willingness to learn, excellent communication skills, and passion for problem solving.

Responsibilities:

1. Customer Support and Issue Resolution:
   • Act as the main point of contact for customers, understanding their plant computer automation challenges and providing timely and effective solutions.
   • Collaborate with customers to diagnose and troubleshoot software automation issues related to plant control system.
   • Offer technical guidance and support, working diligently to ensure minimal downtime and optimal plant operations.
2. Technical Troubleshooting and Problem-Solving:
   • Utilize your technical knowledge and training to investigate and resolve software automation issues in a systematic and efficient manner.
   • Analyze system logs, performance metrics, and other relevant data to identify root causes and implement corrective actions.
3. Customer Training and Documentation:
   • Participate in ongoing internal training programs to enhance your technical skills and stay up-to-date with the latest advancements in software automation and factory automation equipment.
   • Develop and maintain comprehensive documentation, including FAQs, troubleshooting guides, and knowledge base articles to support customers effectively.
4. Collaboration with Internal Teams:
   • Work closely with cross-functional teams, including experienced software and automation engineers, to escalate and resolve complex technical issues.
   • Share customer feedback and insights with internal teams to contribute to product improvement and innovation.

Qualifications:

- Associate degree in electrical, mechanical, or automation engineering or a related technical field.
- Strong interest in technical support or software automation engineering, with a willingness to learn and develop technical skills on the job.
- Familiarity with Allen Bradley PLCs and basic knowledge of typical factory automation equipment, including motors, VFDs, analog circuits, and related industrial control systems is a plus.
- Excellent communication skills, both verbal and written, with the ability to effectively explain technical concepts to customers.
- Customer-focused mindset with a passion for delivering exceptional support and building strong customer relationships.
- Ability to work independently and as part of a team in a fast-paced environment.
- Bi-lingual in English and Spanish a bonus.

If you are a recent college graduate with a passion for problem-solving and customer support, this is an excellent opportunity to kickstart your career in technical software automation support. Join our dynamic global team of experts and contribute to the success of our customers' plant automation control systems.

Apply now to be a valuable member of our customer-focused support team!

Salary 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.

Flexible, Hybrid work environment to include home and office.