



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 and 2024 & 2025 Top Workplace in the greater Milwaukee area.

We are seeking a talented In-House Service Engineer to join our team. This position offers the opportunity to work with our diverse customer base (remote or in office), implementing PLC/PC based control systems for process controls. The ideal candidate will have a strong aptitude for learning, with or without direct control system experience. Experience in plant operations or maintenance would be advantageous. This position demands excellent customer service skills and availability for on-call support coverage (approximately 25% of the entire calendar year).

Responsibilities:

- Resolve customer system issues using technical troubleshooting skills.
- Troubleshoot PLC control systems.
- Install system changes remotely.
- Apply solutions replicated from previous cases.
- Assist in testing new system functions and equipment.
- Document all customer cases in Repete's database.
- Provide on-call support as part of a team rotation

Qualifications:

- Associate degree or equivalent 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, VFDs, analog circuits, etc.).
- Ability to read schematics and technical manuals.
- Strong customer service experience in a technical environment.
- Troubleshooting experience with software and hardware.
- Preferred skills in remote connection access such as RDP, Team Viewer, and LogMeIn
- Travel capability is advantageous but not mandatory

What We Offer:

- 401(k), 401(k) matching, profit sharing/bonuses
- Health, dental, vision, disability, and life insurance
- Paid time off and holiday pay
- Opportunity for career growth and professional development in a fast-paced startup environment.
- Travel perks, including reimbursement for travel expenses and accommodations.

Work Environment:

- Repete's core business hours of 8:00 AM to 5:00 PM (CT), Monday through Friday.
- May need to work before or after regular hours, including weekends and holidays, as necessary by job requirements
- Flexible work environment to include home and/or office.

Wage commensurate with experience. ~ Repete offers an excellent benefit package.

Repete is an equal opportunity employer ~ Only qualified candidates considered will be contacted.