



MachMotion
14518 County Road 7240
Newburg, MO 65550
(573) 368-7399 | Fax (573) 341-2672

Technical Service Representative III

Overview: MachMotion is seeking a motivated individual looking for a career in customer service. We are passionate about providing the best support in our industry. We are looking for someone that loves serving others and has a solid electrical and computer troubleshooting background.

Responsibilities:

1. Provide front line support via telephone and email
2. Assist customers setting up their CNC products
3. Identify problems, research solutions, and then guide customers through the corrective actions
4. Reading technical manuals and teaching others out to troubleshoot a product from your research
5. Improve customer references by writing and maintaining excellent documentation
6. Travel to customer locations to provide installation and other on-site services
7. Help improve systems and procedures and create change
8. Perform miscellaneous job-related duties as assigned

Knowledge, Skills, and Abilities:

- An Excellent Problem Solver
- Competent with Windows
- Excellent oral and written communication skills
- Quick to Learn
- Eager to Work Hard
- Dedicated to Customer Support

Education and Experience:

- Previous customer service experience preferred
- Advanced electrical understanding
- PLC experience preferred
- Computer experience preferred
- CNC experience preferred

Compensation: Dependent on education and experience.