Field Service Engineer

Are you an experienced engineer with knowledge in mechatronics and integrated software/mechanical products? Do you have experience with, and enjoy, solving problems in the field and interacting with customers? Do you speak and understand the Spanish language? If so, Data I/O has a place for you.

Headquartered in Redmond, Washington, and a global company with subsidiary offices in Munich, Germany and Shanghai, China, Data I/O is the world's leading provider of device programming systems and solutions for global manufacturers of automotive, medical and industrial electronic products. Many of our customers are leading the electric vehicle revolution and rely on Data I/O to keep their production lines running smoothly.

We are currently seeking a full-time Field Service Engineer to perform customer service and support responsibilities related to the installation, modification, and repair of Data I/O equipment in the Americas region (USA, Mexico, Canada, and Latin America). In this position, you will be responsible for troubleshooting issues and delivering service via onsite visits and remote methods, while sharing technical knowledge with the sales team and raising important customer issues or observations up to other functional areas of the business (i.e, manufacturing and engineering).

Additional responsibilities include:

- Respond to calls and complete technical service tasks such as system installation and commissioning, calibration tasks, scheduled and corrective maintenance, and other duties as assigned.
- Instruct customers on how to operate equipment and perform operator-level troubleshooting.
- Performs troubleshooting to isolate equipment malfunctions and take corrective action.
- Utilizes Data I/O customer portals and processes to support customers, sales channels, and servicing partners.
- Provides feedback to customers following service visits, in the form of technical reports that may also be shared with Engineering, Manufacturing or other departments to identify and solve issues in the field as well as drive quality improvements.
- Supports other functional areas such as sales and marketing by presenting Data I/O programming systems during customer demos or shows.

Minimum Requirements:

- Bachelor's degree in engineering (software, electrical and/or mechanical)
- Minimum 5 years relevant experience to include working with highly integrated mechanical/software products (SMT or ATE equipment).
- Experience with mechatronics or other similar automated equipment.
- Demonstrated experience in troubleshooting technical issues, including methodology, organization, and planning.
- Must speak fluently in the Spanish language.
- Technical knowledge of mechanical/electrical and software integrated machinery.
- Ability to travel (at times on short notice) within the assigned region.

- Ability to work independently and manage time and priorities in the absence of a local manager.
- Ability to communicate clearly and professionally both verbally and in writing, including effective use of listening skills.
- Ability and eagerness to learn and understand the industry in order to help in recognizing potential business opportunities.

Join our team!
We offer:

- A rewarding and challenging work environment
- Copay/High Deductible Health Plan, Dental & Vision Plans with FSA/HSA options
- Group & Voluntary Life Insurance, LTD & AD&D
- 401k plan with company match
- Employee Stock Purchase Program
- 4 weeks paid time off (PTO) each year
- Holiday pay and time off 12/25-1/1 each year, in addition to other standard holidays

Washington Pay Range: $100,000 - $135,000

The pay range above is the general base pay range for a successful candidate in the state listed. The successful candidate's actual pay will be based on various factors, such as work location, qualifications, and experience, so the actual starting pay may be above or below this range. At Data I/O, team members in regular, non-temporary roles are eligible for an annual bonus or sales incentive, based on their role. Most are eligible for an annual bonus based on company performance which is set at a percentage of the team member's eligible earnings in the prior year.