

## Field Service Technician - InspecVision

Productivity Quality Inc. (PQI) is looking for someone to join our InspecVision application & Field Service support team. A strong candidate is someone who is smart, a good problem solver, motivated, and likes to travel. This role is an opportunity to have a long, fulfilling career with an industry-leading company that offers competitive pay, travel, and a strong benefit package.

We provide experiential training and education—we don't expect you to know everything on day one!

### Role Expectations:

You will provide on-site installation and integration, software training, troubleshooting, machine calibration, and measurement product support on InspecVision products at our client sites. You will also be providing demonstrations both online and in person to potential customers. Analyze and run samples from customers for feasibility. This is a full-time position—Monday through Friday. You'll be traveling 50% of the time during the business week. **Salary is based on experience.**

As the applications / service technician, you will ultimately be responsible for delivering accurate, high-quality results while ensuring the highest level of customer satisfaction.

PQI is committed to your success by providing on-going training & a professional team that will give you all the support you need.

Your role is critical as our customer relationships are invaluable and at the core of what we do.

### Role Responsibilities:

- Perform installations of InspecVision systems at customer locations
- Install and configure software in customer machine tools—troubleshoot and correct any functional issues when necessary.
- Train customer personnel on the use of the system.
- Ensure that customer needs and expectations are met in a timely, cost-effective manner.
- Perform on-line and in person demonstrations of the technology
- Provide customer support to troubleshoot issues
- Analyze and run parts sent in by customers for feasibility and time studies

- Regular and consistent attendance
- Other duties as assigned

**The knowledge and skills we are looking for:**

- Good character, flexible, positive, adaptable, problem solver
- Open to learning new technologies and skills
- Good written and verbal communication skills
- Analytical skills for identifying and solving problems on-site at our client facilities
- Ability to use computer and software tools efficiently (Microsoft Excel and Word)
- Mechanical Aptitude
- Math measurement skills—English and Metric
- Attention to detail, methodical, and well organized

**Here's why you should consider joining the PQI team:**

- Your job will never be outsourced or offshored
- Work with the best team in the industry
- We provide experiential training and education
- Competitive pay and benefits
- Excellent work-lifestyle benefits (PTO, 10 Paid Holidays, etc.)
- We are a small company that supports and takes care of one-another and values a positive employee experience.
- **50% travel during the business week only, no weekends**

**About us:**

Productivity Quality, Inc. is the Upper Midwest distributor for many of the best-known names in Metrology – Brown & Sharpe, Optical Gaging Products, Renishaw, Heidenhain, Mahr, and Mitutoyo. The products sold range from CMMs and Video Measurement Systems to hand measurement tools and hard gaging. In addition, Productivity Quality, Inc. offers calibration, inspection, training, and consulting services for measurement systems, gaging and machine tools. Our subsidiary, Advanced Inspection Services, LLC – (AIS), is the leading contract dimensional inspection service in the area with customers nationwide.

PQI and AIS are both ISO/IEC 17025 Accredited. Productivity Quality, Inc. provides opportunities at all levels. We offer a competitive salary with a full benefits package including 401k program. PQI has an extremely high employee retention rate. It is a great place to work, to build a future in your new career and employs an incredible team of people to work with.

Please reply – TODAY – by sending your **resume and cover letter with salary requirements** to the Productivity Quality Inc. Human Resources Department at **HR @ PQI.net**