

## Machine Tool Probing (MTP) Service Technician

Productivity Quality Inc. (PQI) is looking for someone to join our 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!**

PQI is the largest Renishaw machine tool probe integrator, with thousands of installations in the United States, Mexico, Canada, and other international locations.

As a MTP Service Technician, you'll provide on-site integration, machine repair, and measurement product support on inspection for a variety of machine tools at our client sites. You will ultimately be responsible for delivering accurate, high-quality results while ensuring the highest level of customer satisfaction. Your role is critical as our customer relationships are invaluable and at the core of what we do.

PQI is committed to your success by providing the best training available in the machine tool industry and a professional team that will give you all the support you need during the training period and while independently traveling to customer sites.

This is a full-time position—Monday through Friday. The first 6-12 months will be a lot of training on-site and shadowing fellow MTP technicians to learn the in's and out's of the role. Following the training, you'll be traveling (locally, nationally, and internationally) **80% of the time during the business week**. Your home office is located in Plymouth, MN.

### **Here's what we're looking for in our new teammate:**

- Lives in or is willing to relocate to the Minneapolis, MN area.
- Application knowledge on Swiss turning machines such as Tsugami, Citizen, Star, or Miyano
- Ability to read and correctly interpret schematic drawings.
- Three to five years' experience working on 3-5 axis machine tools or Swiss lathe machines.

### **Here's what you'll be doing in the field:**

- On-going training will be available for the new team member stepping into this exciting position.
- Perform installations of Renishaw Probing and Laser Measurement systems in customer machine tools.
- Install and configure software in customer machine tools—troubleshoot and correct any functional issues when necessary.
- Write inspection routines and test installations to ensure systems are in proper working order.
- Train customer personnel on the use of the system—assist in programming initial routines.
- Document changes in instructions or wiring schematics to coworkers.
- Recommend updates to machine tool probing procedures to reflect accuracy and appropriateness.
- Ensure that customer needs and expectations are met in a timely, cost-effective manner.

### **These are the personal skills and traits we're 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)
- Familiar with technical documentation (i.e. ISO/IEC 17025 accreditation)
- Mechanical Aptitude
- Math measurement skills—English and Metric
- Exposure to G-Code and Macro Programming a Plus, but not required
- Attention to detail, methodical, and well organized
- Located in Minnesota

### **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, etc.)
- We are a small company that supports and takes care of one-another and values a positive employee experience.
- Some international travel to places like Canada, Mexico, Ireland, Thailand, and Japan