



SERVICE TEAM TECHNICIAN

Stopa America is a worldwide leader in automated storage of sheet metal, long span goods, and fully automated parking systems. We are seeking a skilled and motivated Service and Maintenance Technician to join our team. This role involves the installation, maintenance, and troubleshooting of automated storage systems for our clients.

The ideal candidate will be responsible for ensuring these systems operate at peak performance, diagnosing mechanical, electrical, and software issues, and providing exceptional customer service. This is a hands-on, field-based position that requires strong technical aptitude and problem-solving skills.

Travel Monday from a nearby airport (or by car) to the job site. Work up to 12 hours per day, with hours varying depending on the length of repair, return home Friday. You are paid during travel and work hours. Airfare, hotels, and car rental accommodation are provided. Occasional weekend work (less than 5 times per year).

Key Responsibilities:

- Collaborate with the service manager to ensure successful maintenance of systems
- Maintain a cooperative and effective work environment when working with other members of the service/ install team.
- **Maintenance and Troubleshooting**
 - Conduct regular preventative maintenance on systems to ensure operational efficiency and minimize downtime.
 - The candidate should be familiar with the process of troubleshooting and replacing mechanical and electrical components
 - Have knowledge or interest in PLC programming
 - Utilize company supplied computer software and diagnostic tools to identify issues, perform adjustments and calibrate system components.
- **Customer support**
 - Provide onsite and remote technical support for customers, ensuring any issues are resolved in a timely and professional manner.
 - Offer training and guidance to customers on system operations and maintenance procedures.
 - Develop and maintain strong relationships with customers, providing ongoing support, recommendations for spare parts and system improvements.
- **Documentation**
 - Complete service reports, maintenance logs, and technical documentation accurately and in a timely manner.
 - Maintain up-to-date records of system configurations, repairs, and parts inventory.
 - Adhere to all safety protocols and industry standards while performing duties.



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Qualifications:

- **Education:**

- High school diploma or equivalent; technical certifications (e.g., Mechatronics, Electrical Engineering, Robotics) or an associate's degree in a related field is preferred.
- Experience
- 2+ years of experience in servicing, troubleshooting, and maintaining automated or industrial systems, robotics, or similar technology.
- Strong knowledge of electrical, mechanical, and hydraulic systems.
- Experience with automation software and controls (e.g., PLCs, HMIs) is a plus.

- **Skills:**

- Strong problem-solving skills and the ability to diagnose and repair complex systems.
- Ability to use basic hand tools as well as power tools
- Proficient in reading and interpreting technical manuals, schematics, and blueprints.
- Strong communication skills, with the ability to interact with clients and internal teams.
- Self-motivated and capable of working independently and as part of a team.

- **Additional requirements:**

- Willingness to travel to client sites as needed (90%)
- Ability to work flexible hours including occasional weekend or evenings for emergency service calls.
- A valid drivers license and be of age to rent a vehicle (25 years)
- US Passport with ability to travel outside of the US regularly (primarily Canada and Mexico)
- Familiarity with Siemens TIA Portal, or Siemens Step 7 preferred
- German language knowledge preferred (but not required)
- Operation of occasional operation of heavy machinery: Forklift, scissor lift, boom lift (certification process provided)
- Candidates will be subject to a knowledge-based test to evaluate skill level

- **Physical requirements.**

- Ability to lift up to 75 lbs.
- Comfortable working at heights (occasional)
- Ability to work in a variety of environmental conditions, including temperature fluctuations, noise, and high paced industrial settings.

Benefits:

- Health, Dental, Vision Insurance
- Competitive salary and performance-based incentives.
- Eligible for a company vehicle (based on need and length of time with STOPA)
- Retirement savings plan (401K) with company match
- Paid time off and holidays
- Opportunity to travel while keeping all airline, hotel, and car points
- Opportunity for occasional international travel for work and training
- Growth opportunities within the company
- Frequent opportunity for overtime pay
- Per diem travel compensation for personal expenses.

Interest? Contact details.

If you have any questions, please contact: careers@stopa.us www.stopa.com.

The logo for STOPA, featuring the word "STOPA" in white, bold, sans-serif capital letters inside a dark blue rounded rectangle.

STOPA America, 21 Bigwood Ln, Burlington, CT 06013 / Inc Phone: (860)-675-5172

Please apply online. We look forward to receiving your application/CV.

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