



JOB DESCRIPTION

POSITION:	TST Service Engineer
CLASSIFICATION:	Exempt
REPORTS TO:	Technical Support Team Manager
DEPARTMENT:	Technical Support Team (TST)
UPDATED:	1/16/2025

SUMMARY:

Supporting WTC intelligent Resistance Welding products in the field and office.

RESPONSIBILITIES:

- Represents WTC as a technical expert of intelligent resistance welding.
- Provides troubleshooting and technical product/process support to WTC customers.
- Energetically train customers and internal team members.
- Writes service reports for customers and generates product improvements.
- Assists in software validations.
- Continually improves knowledge and expertise of themselves and team members
- Must be able to travel both domestically and internationally on short notice.
- Provides emergency phone support as assigned.

COMPETENCIES/REQUIRED SKILLS:

- Knowledge of mechanical and electrical problem solving and analytical techniques.
- Self-motivated
- Technical telephone, video conference, and e-mail support experience with customers.
- Have basic knowledge of resistance welding process and systems.
- Experience with resistance welding and setting up a weld system.
- Have effective written and verbal communication skills.
- Must be pro-active and work well within a team.
- Knowledge of design techniques, tools, and principals involved in production of precision technical plans, blueprints, drawings, and models.
- Technical training of customers or internal team members

- Preferred – Robot control and PLC programming and setup of ethernet networking systems.
- Preferred – Hands on experience with WTC weld controls and products

EDUCATIONAL REQUIREMENTS

- Bachelor of Science in any technical field.
- Bachelor of Science in Welding or Electrical Engineering preferred.
- Must have at least 1 years' experience. Will consider hands-on experience in lieu of bachelor's degree.

This job description is a summary of essential and generally expected tasks and responsibilities. Additional tasks, duties, and responsibilities may be required and the same may change at any time with or without notice.