



We are currently looking for an experienced candidate **to be based in or near Cincinnati, OH** for the position:

OEM Support Specialist (m/f)

Your job responsibilities:

- Translate customer needs into technical requirements, identifies technologies that meet those requirements, helps with prototypes designs and tests prototypes
- Performs equipment installation and verifies proper operation with needed testing
- Evaluates and resolves problems at customer sites or via phone; Evaluates, troubleshoots, and provide timely appropriate responses and resolutions to customer problems and requests
- Provides product training for new and established customers and Blum-Novotest employees; recommending methods that will improve and enhance performance of company's equipment
- Serves as a key contact for field team members and customers regarding product and procedural applications
- Documents and communicates ideas, strategies, problems, and solutions in both verbal and written form to co-workers and customers
- Work closely with the sales team to help highlight features and benefits to new and prospective OEM clients
- Works closely with OEM customers to understand their organizational pain points and effectively links product features and benefits to the customer's needs to help promote sales
- Effectively builds and maintains partnerships with OEM level clients and prospects
- Works closely with Customer Service Coordinator and Sales team to ensure customer satisfaction and problem resolution
- Works closely with our International Service Team in Germany
- Develops documentation for product training
- Prepares and runs customer demos and custom applications
- Seeks opportunities to propose solutions and improvements as related to product usage
- Manage associated administrative tasks and responsibilities (e.g., Service reports, travel schedules, documentation, etc.)
- Other duties as may arise from time to time and as may be assigned to the employee by the service manager

Your profile:

- A minimum of 3-5 years of CNC and General Machine Tool Industry experience is required
- Associate's Degree in Electronics, Electrical and/or Mechanical Engineering, Mechatronic or equivalent industry experience. Bachelor's Degree preferred
- Overall familiarity with mechanical/electrical systems of CNC Machine Tools
- Prior Experience with Tactile and Optical measuring systems
- Must have programming and operational skills with CNC Controls (Fanuc, Heidenhain, Siemens and other CNC Controls)
- Must possess and maintain a valid driver's license
- Must be able to travel to various customer locations in all of North America. Primary travel will be within the continental United States
- Must be the holder of a valid USA Passport or be able to obtain one
- Good communication skills required
- Familiarity with calipers, micrometers, indicators, voltmeters, oscilloscopes, and other equipment necessary to perform the job
- Microsoft 365 Office Skill required

This position includes outside travel to customers' premises. Travel up to 80 %, which includes all of North America (overnight stay).

Blum-Novotest, inc. provides an attractive benefits program that includes (but is not limited to): 401(k), Dental insurance, Long Term Disability insurance, Health insurance, Life insurance, paid time off, Vision insurance.

If you are interested and meet the above-mentioned requirements, please send your application documents to personnel@blum-novotest.us.

www.blum-novotest.com

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