

CRYOMECH

Service Engineer

Cryomech, international leader in cryorefrigeration, has been a Syracuse-based high-tech manufacturer since 1963. Learn more about our exciting projects at Cryomech.com.

As we settle into our brand-new building, we are growing our team to add capacity and meet the increased volume of customer orders.

Position Summary

Listed work hours (7:30 a.m. to 4:00 p.m.)

This position reports to the Service Manager and is responsible for working directly with the external customers, internal service, sales, engineering and other departments.

Essential Duties and Responsibilities include the following. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fielding and troubleshooting customer service inquiries via phone, email and/or in person.
- Read blueprints, wiring diagrams, schematic drawings, or engineering instructions for assembling electronics units, applying knowledge of electronic theory and components.
- Identify and resolve equipment malfunctions, working with manufacturers or field representatives as necessary to procure replacement parts.
- Test electronics units, using standard test equipment, and analyze results to evaluate performance and determine need for adjustment.
- Adjust or replace defective or improperly functioning circuitry or electronics components, using hand tools or soldering iron.
- Assemble, test, or maintain circuitry or electronic components, according to engineering instructions, technical manuals, or knowledge of electronics, using hand or power tools.
- Other duties as assigned.

Qualifications and Education Requirements

- Bachelor's degree (B.S.) from four-year college or university in Mechanical Engineering preferred; or Associate's degree with three years related experience and/or training; or equivalent combination of education and experience.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong written and oral communication.
 - Excellent customer service skills.
 - Strong and active listening skills.
 - Critical thinking analysis, and time management.
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- Active learning- understanding the implications of new information for both current and new products for problem solving and decision making.
- Teamwork and collaboration.
- Excellent interpersonal skills. Must be able to compliment other personalities within the department. Must be capable of working with experts.
- Familiar with test equipment (multimeters, gages, etc.)

Employee Benefits

- Cryomech offers a generous benefits package including health, dental, vision, 401K, long and short-term disability, life, employee stock ownership plan (ESOP), training, tuition reimbursement, and Paid Time Off (PTO).

Cryomech is an Equal Opportunity Employer. All qualified applicants will receive consideration regardless of disability status, veteran status, or any other New York State or federally protected characteristic.
