

I Want to Grow Old With This Company.

But there is still plenty of time left to do that.



Known globally for its high-precision filling and closing machines, the German based groninger company is a world leader in highly sophisticated, innovative and customized solutions for manufacturers of pharmaceuticals and cosmetics. groninger USA, located in Charlotte, NC is the headquarters for our American and Canadian customer base. We offer an unparalleled work environment and outstanding career opportunities for manufacturing, sales, machine assembly, engineering, procurement and after sales support incl. field service. groninger USA LLC offers a competitive salary and outstanding benefits. Come see for yourself!

Technical Support Engineer

Full time position; reports to Head of Engineering



Your Tasks

- Good communication skills to provide technical support to customers via phone, email or remote assistance.
- Ability to read and change electrical schematics in accordance with electrical standards.
- Knowledge and ability to read, troubleshoot or change PLC programs in Siemens S7, Allen Bradley Control Logix and Beckhoff TwinCAT 3.
- Knowledge and ability to read, troubleshoot or change software written in Ladder Logic.
- Knowledge of PackML programming principles.
- Technical understanding of machine function principles.
- Confer with engineers and other personnel to implement prepared machine modifications and resolve system malfunctions at customer site.
- Analyze and research technical support inquiries from customers and provide troubleshooting support, manuals, and other data to provide efficient technical customer support.
- Provide feedback to design engineers on customer problems and needs.
- Recommend design modifications to eliminate machine or system malfunctions.
- Support the company's strategic goals and values.



Your Profile

- Successfully completed engineering studies in mechanical design, or comparable knowledge and skills
- Good knowledge of Inventor 3D and Auto-CAD or comparable systems
- Goal-oriented work as well as a pronounced quality and process thinking
- Analytical and systematic way of working and the ability to work in a team
- Internship in related field highly desirable
- Ability to manage multiple projects at once
- Knowledge of German and German standards (CE, DIN) a plus

Please reply to:

jobs@groningerusa.com

