

# Laser Field Service Technician

Gesswein Company  
Bridgeport, CT 06605  
Full-time

## Who we're looking for:

Our purpose at Gesswein is to help manufacturers achieve better results. The role of the laser field service technician will play an integral part in this mission by servicing our customers with lasers installations, repairs, and after sales support.

You are the right person for this role if you have a technical education in the electrical and mechanical field. Experience with laser machines is a plus, but not necessary. This role requires a strong engineering mindset with good communication and organizational skills.

## Responsibilities

- Manage Gesswein's line of laser equipment by providing technical solutions, equipment installations, repairs, troubleshooting and after sales support.
- Frequent communication with the Italian manufacturer.
- Work out of Gesswein's office in Bridgeport, CT
- Communicate technical information directly to customers throughout the sales cycle.
- Travel extensively for trade shows and customer visits to install, train, and repair laser welders.
- Provide customers with after-sales training to ensure optimal performance of the equipment they purchased.
- Gesswein will provide technical training to develop and enhance product technical knowledge.
- Create leads, opportunities, repair tickets, and sample requests with Gesswein's CRM and ERP systems.

## Qualifications

- Technical education in electrical and mechanical studies
- Great communication skills (verbal and written)
- Proficiency in email/Microsoft Office Suite/CRM
- Exceptional organizational skills for work in a fast-paced environment

- Flexibility to travel for trade shows and customer visits throughout the US

## **Benefits**

Gesswein is a family business ranked Top Workplace for 4 consecutive years since 2019. We know there is nothing more important than the people around us. A sample of the benefits we provide are:

- Robust medical, dental, vision, and life insurance plans
- Short- & long-term disability
- Paid time off & vacation
- 401K Plan

## **Equal Opportunity**

We are committed to equal employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

## **About Us**

Gesswein is a fourth-generation family-owned business serving metalworking industries throughout the U.S. and around the world since 1914. We supply an extensive product line of 15,000+ high quality, precision tools and equipment from our main office in Bridgeport, CT and distribution centers in Canada, India, and Thailand.

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance