

Are you looking for an exciting career in Defense and Aerospace? TREALITY® Simulation Visual Systems welcomes people who share our determination and high standards to join us in doing work that moves the world forward and saves lives. TREALITY® SVS has a diverse culture that celebrates autonomy and inspires leadership at every level of our organization.

TREALITY® SVS is looking for a Customer Service Technician to join our team and make a difference.

The Customer Service Technician will work under limited supervision, perform a variety of moderately complex technical tasks needed to install, maintain, test, and repair company products. Primary responsibilities include the successful integration and repair of customized solutions and products while maintaining customer satisfaction. Provide technical consultation/support to ensure customer satisfaction and improve process through feedback to Product Group and Management, as required. Provide product and system training to customers and partners, in order to ensure knowledge and information dissemination. Additional responsibilities include manufacturing support, assembly support, technical repair, and customer technical support.

Main accountabilities:

1. Provide installation and support services to customers.
2. Solve moderately complex mechanical or electronic problems involved in the operation of products.
3. Troubleshoot and test equipment and system components to determine cause and remedy for malfunctions.
4. Perform emergency on-site repairs.
5. May supervise on-site installation team, including technician and sub-contractors.
6. Provide product and system training to customers, partners and co-workers.
7. Alignment of projectors.
8. Demonstrate advanced knowledge of system planning, design, and testing (network, hardware, and/or software applications) through consultation with management, customers, and partners.
9. Facilitate and perform acceptance test procedures
10. Define the acceptance testing method and may perform the acceptance test onsite, with the customer.

Education:

- Associate's degree in technical discipline. Bachelor's degree a plus.

Experience:

- 1+ years related technical experience
- Experience with military, aerospace or automotive market a plus

- Experience with flight simulation devices a plus
- Experience in Visual display market (projectors, screen, monitors...) a plus

Competencies:

- Possess discipline and integrity to work independently
- Mechanical intellect with the ability to build and construct systems
- Ability to represent the business in a customer facing capacity
- Excellent communicator both written and verbal
- Ability to follow blue prints/drawings, layouts, and manufacturer specifications
- Strong Computer Skills
- Ability to use hand and power tools in a variety of conditions and positions

Additional local requirements:

- Must be able to work at heights (up to 25')
- Must be able to lift up to 50 lbs
- Must be able to travel, including international
 - Up to 50% annual travel subject to fluctuations based upon customer demand
- Must be a US person