

Job Description

Field Service Engineer

Designation: Field Service Engineer

We are seeking a skilled and motivated **CNC Service Engineer** to install, troubleshoot, maintain, and repair CNC (Computer Numerical Control) machines at customer sites. The ideal candidate should have strong technical knowledge in CNC systems (such as Siemens, Fanuc, Mitsubishi, etc.), mechanical-electrical troubleshooting ability, and a customer-oriented mindset.

Key Responsibilities

- **Installation & Commissioning:**
 - Install and commission CNC systems , drives, motors and other accessories at client sites.
 - Configure and calibrate CNC controllers and drive systems.
- **Maintenance & Troubleshooting:**
 - Perform preventive and corrective maintenance of CNC machines.
 - Diagnose electrical, and software-related faults.
 - Ensure minimal machine downtime and high machine performance.
- **Customer Support:**
 - Attend service calls and provide timely technical support to customers.
 - Train customer operators and maintenance personnel on machine usage and basic troubleshooting.
 - Build strong relationships with customers through prompt and professional service.
- **Documentation:**
 - Maintain service logs and submit detailed reports after every service visit.
 - Record issues, spare parts used, and recommendations for follow-up.
- **Coordination:**
 - Coordinate with the spares team and technical office for required parts or advanced support.
 - Provide feedback to the design and manufacturing teams for quality improvements.

Required Skills and Qualifications

- Diploma / BE / B.Tech in Mechanical Electrical / Electronics/ Mechatronics Engineering.
- 1–3 years of hands-on experience in CNC machine servicing or maintenance.
- Sound knowledge of CNC systems (Fanuc, Siemens, Mitsubishi, etc.).
- Ability to read and interpret electrical and mechanical schematics.
- Familiarity with servo motors, drives, PLCs, and hydraulic/pneumatic systems.
- Good communication and interpersonal skills.
- Willingness to travel extensively (within region or pan-India).
- Must have 2 wheeler & Driving license
- CTC 2,40,000- 4,20,000 P.A

Preferred Qualifications

- Experience with multiple brands/types of CNC machines (Turning, Milling, VMC, etc.).
- Exposure to industrial automation, PLC programming, or robotics is a plus.
- Customer service experience with end-users or OEMs.

Working Conditions

- Frequent travel to customer locations.
- May involve physical activity like lifting, bending, or climbing during machine servicing.
- Sometimes working under pressure to meet downtime recovery expectations.