



Baileigh Industrial, Inc. is a leader in supplying quality metal fabricating & woodworking equipment. We pride ourselves on having a friendly and knowledgeable workforce which provides profitable solutions to meet our customers' needs.

Baileigh Industrial is conducting a search for a **Service Technician**.

Duties/Responsibilities:

- Provide customer support by resolving customer technical issues
- Provide training and assistance to help customers learn how to use their Baileigh products
- Identify and advise solutions for customers with questions regarding Baileigh product operation
- Implement and maintain an effective customer relationship management (CRM) program that integrates with our business computer systems
- Analyze product failures, design flaws, and service issues so we can correct problems and maintain and enhance Baileigh's quality image
- Help create service measures to gauge performance
- Provide constant feedback to our Baileigh Team so we can increase our overall performance

Job Requirements:

Skills

- A technical support position requires prompt response to customers
- Experience with Metal and Woodworking machines is essential
- A "how does it work" mind is necessary
- Pays attention to detail and understands and values data integrity
- Excellent oral and written communication
- Solid interpersonal skills that fits well within our Team
- Works in an organized manner
- Solid reasoning and practical problem solving skills
- Ability to interpret and provide instructions orally and in writing
- A level-headed and respectful approach to vendors, fellow employees, and customers
- A desire to help others and solve problems

Preferred Education and/or Experience

- 2-5 years of related experience and/or a Degree in Engineering, Operations, or Business
- Experience in metal working or woodworking industries or environments
- Knowledge of Metal and/or Woodworking machines
- Knowledge of Baileigh products is a plus
- Mechanical training and experience
- Electrical training and experience
- Knowledge and experience with a business computer system; Microsoft Office; and the Internet

Compensation and Benefits:

- Competitive Salary
- Paid Vacation
- Group Health, Dental and Vision Insurance
- Ancillary Insurance Coverage Including: S-T Disability, L-T Disability, Life and AD&D
- Matching 401(k) Program
- An overall EXCELLENT work environment

If interested, please send cover letter and resume to: **HR@Baileigh.com**