



Wolf Robotics – The Company

Wolf Robotics, LLC has been the industry leader, for over 30 years, in the robotic automation of welding, cutting, material removal, grinding and press brake operations. We have provided industry solutions to the fabricators of construction, agricultural, mining, off-road, energy and transportation equipment. Through the expertise of our personnel we develop numerous specialty products that increase productivity and maintain quality. The innovative designs and solutions we create, are produced to meet or exceed our customer expectations.

Customer Support Engineer – Job Description

Compensation

This hourly, non-exempt position will be commensurate based on skills, experience, and education.

Job Scope

This job involves overseeing the implementation of large, custom robotic welding and cutting systems into customer facilities including: system installation, weld and cutting process development, robot programming, troubleshooting, customer training, documentation, and off-line robot programming with Robot Studio, our graphical off-line programming tool. Travel can be extensive depending on Customer Support Engineer location and proximity to customer.

Primary responsibilities

- Integrating Robotic welding systems
- Programming Industrial Robots
- Developing robot welding processes

Secondary responsibilities

- Field service on Wolf Robotics products
- Customer training
- Documentation

Technical Skills Required

- Minimum 5 years experience required in robotic automation integration, field service or robotic arc welding programming.
- Must have extensive experience with GMAW.
- Must have the ability to read and interpret electrical and mechanical prints.
- Ability to read and interpret weld symbols.
- Ability to use common hand tools, Digital Volt Meter and oscilloscope.
- Ability to develop and document procedures.
- Excellent electrical troubleshooting skills.
- PC literate in MS Office applications.
- Excellent verbal and written communication skills are required.
- Experience with heavy welding, TIG welding, Plasma cutting, Laser cutting, and PLC programming a plus.

Behavioral Skills Required

- Strong interpersonal skills,
- Team oriented
- Willing to work overtime on a consistent basis
- Ability to work independently with little supervision
- Ability to work well under pressure
- Willing to travel
- Ability to adapt to a dynamic agenda
- Strong problem solving skills
- Must be able to stand toe to toe with customers and arbitrate difficult problems

Key Measurements

- Ability to maintain a high level of customer satisfaction and respect.
- Must be able to bring projects to closure.
- Must maintain and update customer project files.
- Must seek additional opportunities for preventive maintenance, training, and field service with customers.

Please send resumes to jobs@wolfrobotics.com. **Reference Customer Support Engineer in the subject field.**