



Technical Services Engineer

Logic, Inc. is currently seeking applicants for the position of Technical Services Engineer. Our Technical Services team are individuals who provide technical support across a spectrum of industrial software and hardware products, including both pre-and post-sales design and engineering. It requires both technical knowledge and customer service skills. Individuals must be able to learn many types of software and hardware products quickly and be able to communicate both concepts and details.

The Position – Technical Services Engineer

The focus of this position is technical services associated with Logic, Inc. customers using industrial software and hardware products in manufacturing and process facilities including HMI/SCADA, PLC programming, motion, variable-frequency drives, and robotics.

- Responsibilities include learning real-world applications for the use of products and formal and informal training.
- Creating and preparing technical demonstrations along with on-site support and application engineering.
- Working with customers to implement our products. This includes assisting their team with hardware and software design, programming, and installation. These projects are typically short-term, not multi-year projects.
- Required degree in Engineering, Computer Science, or equivalent field.
- Duties include time on the incoming technical support phone lines and email queue
- Experience with Microsoft OS products, SQL Server, Visual Studios .NET, networking, Linux, and security is desirable.

General Skill Requirements

- **Learn Quickly** - This includes new technologies, new software, new communications options, and new manufacturing processes.
- **Conceptualize** - Ability to listen to technical requirements and conceptualize how these would be met with our current products.
- **Problem Solving and troubleshooting** – The ability to ask the appropriate questions to find the root cause of an application problem and know when to escalate an issue.
- **Verbal** – Ability to explain technical concepts and details such that people clearly understand what you are trying to convey.

Personal Characteristics

- **Good Communication Skills** – We are a service organization and as such our value is in understanding the customers' needs and explaining our solutions to meet those needs.
- **Enjoy People** – To be successful you must enjoy working with many different types of people. This job may require you to be more outgoing than your natural inclination.
- **Team Member** – Everyone within Logic, Inc. works together towards the common goal. This is a core value to our company. You will need to meet other's requests, request others to do things for you, and respond positively to customers. Simply put, treat others as you wish to be treated.
- **Self-Managing** – We do not micro-manage your work life. You must be able to manage time effectively, organize your material, and perform quality work without constant supervision.



- **Objective Perspective** – For customers, we are the manufacturer’s advocate, but to manufacturers, we are the advocates for the customer. This does require a certain amount of objectivity from both parties.
- **Conciliatory non-combative Attitude** – We are not dealing with personal core values, but rather selling and applying technical products. We strive to provide great customer service through attentiveness, follow-through, and considering the customer’s perspective

What We Offer:

- Competitive salary & bonus package
- Full benefits package including medical and excellent retirement benefits
- Paid holidays and vacation, personal, and sick time.
- Company provided cell phone, laptop, software, and supplies
- Great working environment with a team approach.

Who We Are:

Logic, Inc. is a regional high-tech distributor that provides solutions and services for automation products to aid engineers at end users, system integrators, OEMs, IT as well as management professionals for both manufacturing and utility industries. Our corporate headquarters is in Olathe, Kansas with sales offices in Wichita, KS, St. Louis, MO, Springfield, MO, Des Moines, IA and Omaha, NE.

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