Tech Services Engineer

The Field

Working in Tech Services at Logic lets you find creative technical solutions in software and hardware to help solve difficult and interesting industrial automation problems. We offer positions that are very software focused, and also positions more focused on electro-mechanical solutions.

Stuff we do...

- pre-sales demos and presentations
- pre-sales application consulting
- post-sales technical support
- customer training classes
- application development projects
- technical skills improvement and certifications

The Company

Logic, Inc. is a small, privately-owned Kansas City-based distributor of industrial automation products typically used in utilities and manufacturing. Because of our size, each employee plays an active role in the success of our company. We sell and support world-class manufacturing software and automation hardware. Logic, Inc. is a Certified Microsoft Partner. Our corporate headquarters is in Olathe, Kansas with sales offices in Wichita, KS, St. Louis, MO, Springfield, MO and Omaha, NE.

The Position –Tech Service Engineer

As an engineer in Tech Services, you will be working with manufacturers, utilities, consultants, and sys-tems integrators to help implement our automation products. Logic, Inc. offers products for machine and process control, software for industrial applications, and precision motion control. Your responsi-bilities would include technology demonstrations, training, phone/on-line/on-site technical support for products and applications, and application projects. Communication skills and the ability to learn tech-nology quickly are paramount to success. See http://www.logic-control.com/products.php for an over-view of the products you would work with.
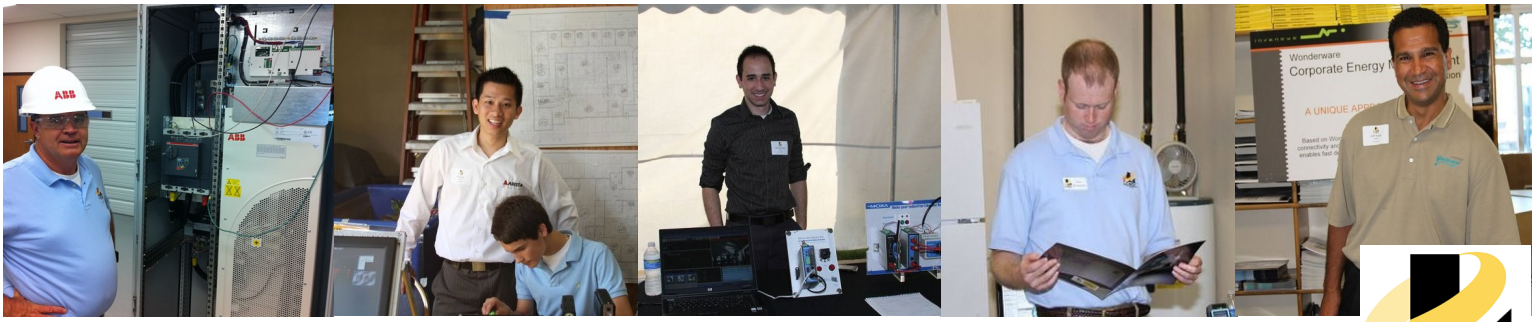
Requirements

- **Degree**– Graduated from an accredited university with a degree in the engineering field, or extensive and focused field experience.

- **Fast Learner**– This position will introduce a lot of new information, including new technologies, new software, and new communication options.

- **Problem Solver**– You'll encounter two main kinds of problems in Tech Services. One requires listening to technical requirements and visualizing a new solution. The other is a problem with an existing system that requires diagnosis and possible solutions - like a technical Sherlock Holmes.

- **Team Player**– Everyone within Logic, Inc. is working towards a common goal. While many of your day-to-day tasks will be independent, we need people who are willing to help and to ask for help when necessary.

- **Some People Skills**– Although in Tech Services you don't need to be an outgoing person, you will interface with customers regularly. It's vital that you get along with people and they in general, like you.

- **Mediator**– Sometimes our role is to advocate for the customers to the vendors and to advocate for the vendor to customers. This requires an objective perspective. General care must be taken when you feel that a customer or vendor is being illogical or irrational, and it is important not to try and change a closely-held belief of either party.

- **Computer** Skills- All products we work with have programming functionality that requires a thorough knowledge of Windows-based operating systems and software.

- **Familiarity**- Experience with PLCs, VFDs, industrial communications, industrial software, or precision motion is beneficial.