FIELD SERVICE ENGINEER – SENIOR

At inPhocal, we are revolutionizing the industrial laser marking industry. Our groundbreaking and patented technology delivers an ultra-long focus depth, enabling high-speed, high-precision marking on complex and curved surfaces without refocusing—a capability unmatched by any other system in the world.

With our machines already in the field and a rapidly growing client base, we are scaling up fast. To ensure world-class technical support for this growth, we're looking for a **Senior Field Service Engineer**.

HOW YOU'LL MAKE AN IMPACT

We are looking for a hands-on expert to lead the installation, integration, and support of our advanced laser systems on high-speed production lines. You will be the primary escalation point for complex technical challenges, ensuring our global customers achieve maximum uptime. This is not a stationary role; it is a position for a road warrior who thrives on solving problems in dynamic industrial environments.

- **Global Field Operations:** Take ownership of on-site **installation, commissioning**, and advanced troubleshooting. You aren't just fixing machines; you are integrating them into complex production lines.
- **High-Level Escalation:** Serve as the technical expert for critical issues that cannot be solved by standard support, both on-site and remotely.
- **Mentorship & Training:** Train customer staff on system operation and actively mentor our growing service team to raise the technical bar.
- **Continuous Improvement:** Collaborate with R&D to translate field data into product improvements and maintain clear technical documentation.
- **Global Mobility:** Travel extensively (**100%** globally) to support clients. When not traveling, you will support pre-sales and technical documentation from our office.

WHAT YOU'LL BRING

- **Experience:** 5+ years of field service experience, specifically with **integrated machinery** in the packaging, industrial automation, or continuous production industries. (Experience with standalone lab/medical equipment is likely not a fit).
- **Technical Skills:** Expert-level troubleshooting skills. You must be able to read schematics, understand **line integration/interfacing**, and modify production lines to accommodate our systems.
- **Education:** Bachelor's degree in Engineering (Mechanical, Electrical, Mechatronics) or equivalent strong practical experience.
- **Mindset:** A flexible, self-starting problem solver who enjoys international travel and can manage projects independently.
- Experience specifically with industrial coding/marking equipment or high-speed packaging lines is a PLUS.

WHAT WE OFFER

- **Compensation:** A competitive salary and participation in our Employee Stock Option Program (ESOP).
- **Growth:** A possible growth path to a broader role with more responsibilities. Continuous learning opportunities, internal training, and personalized coaching to help you excel.
- **Impact & Culture:** The chance to make a strategic impact in a fast-growing, international team with a great atmosphere, supported by fun events and social gatherings.
- **Innovation & Development:** The opportunity to work with groundbreaking, sustainable technology that revolutionizes the industry.

Ready to make your mark?

Please send an email with your CV to

field-service@inphocal.odoo.com

Please visit our website, LinkedIn page and watch our CEO's pitch to have more information about the unique inPhocal Laser Technology.