

Field Service Engineer Overview:

Adapt Laser Systems is the market leader in laser cleaning for North America. Bundling light energy to vaporize oxides, coatings and contaminants from its customers' surfaces in preparation for multiple processes, Adapt Laser supports the leading companies in Aerospace, Automotive and many other industries. Utilizing its suite of innovative laser cleaning products and knowledge, Adapt identifies the best technical solution to meet each customer's needs. Both hand held solutions, as seen in the Facebook viral video featuring rust removal with Adapt's 1000 Watt laser, & automated solutions, with the latest robotics technology, are created to enable the ideal technical advantage for every customer to achieve pristine surface cleanliness. In the past 2 years, Adapt Laser Systems has seen significant growth and needs your help! See for yourself our [amazing technology!](#)

The Field Service Engineer role is a multi-disciplinary position requiring knowledge in both mechanical and electrical systems and a strong ability to problem solve. Primarily responsible for performing Laser Equipment diagnostics, repairs, maintenance and installations for customers with high levels of quality and efficiency. Domestic and International travel will be required. Additional activities will include supporting laboratory operations by developing and testing laser processes and documenting laboratory procedures.

Responsibilities:

- Perform diagnosis, repair, and reconditions of machine systems and components
- Ability to travel domestically and internationally
- Complete thorough documentation on all reports and forms required with work assignments
- Communicate machinery problems and resolutions to supervisor and customers
- Utilize computer programs to effectively complete assignments
- Follow all applicable safety rules and regulations in performing work duties
- Maintain technical and product knowledge
- Analyze customer complaints by identifying the facts
- Identify customer service opportunities and implement solutions
- Assist in laboratory assignments such as process development and application assessments
- Perform other duties as assigned by direct supervisor in a professional and efficient manner
- Present a positive and professional image of Adapt Laser Systems in the presence of customers and community

Desired Qualifications:

- Bachelor's Degree in Engineering or Sciences
- Excellent mechanical and electrical aptitude
- Able to provide quality work and think logically
- Excellent verbal and written communication skills, along with a high level of computer literacy
- Demonstrated organization, decision making, and problem solving skills
- High level of initiative and ability to both work and learn independently
- Demonstrated strong decision making and problem solving skills
- Safety-minded work habits
- Must be able to regularly and reliably attend work
- Must be able to periodically travel domestically and internationally in short notice; within 24 hours
- Must have a valid U.S. Driver's License and Passport

- Ability to respond quickly, accurately, and professionally to demands and requests from customers and employees

This position answers to the Engineering Manager. The description of this position is intended to cover the majority of responsibilities for this position. You may be asked by managers to perform other duties to include laboratory, warehouse, inventory and logistics support as needed. The position description is not a contract for employment.

To apply for this position, send your resume and an email as the cover letter to careers@adapt-laser.com.



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