



Aircraft component OEMs, MRO facilities and operators depend on Testek Solutions for highly reliable aerospace test equipment to certify hydraulics, power generation, avionics, fuel, lube, actuator, and pneumatic components. With a 50-year track record of success, Testek uniquely holds long-term OEM partnerships, provides the industry's leading equipment warranty, and support from a dedicated worldwide team.

We are actively seeking a **Customer Service Engineer**, to work on-site at **Hill Airforce Base**, located in Utah, to commission, troubleshoot and train on PC-based aircraft component test equipment for the Military Aerospace industry. This will include electrical, hydraulic, pneumatic, mechanical, and fuel component systems.

### **Job Responsibilities:**

- Open, resolve and/or monitor, and close customer cases using Salesforce customer relationship management software
- Assist Sales with information regarding upgrades and spare parts
- Perform Program Revision Service software upgrades as needed
- Use creative skills to commission aircraft component test equipment to include equipment repair and training
- Interact with customers using both verbal and written communication paths to troubleshoot equipment from local and remote locations
- Perform in-house functional testing and calibration of equipment
- Coordinate with Assembly and Engineering departments on design improvements
- Assist Sales with information regarding upgrades and spare parts
- Must use independent discretion, decision making and judgment while performing onsite repairs at customer site
- May involve travel to customer sites for diagnosis and support that cannot be handled by phone
- Will be involved with commissioning and startup of automated test equipment at the Wixom, MI facility
- Provides report out during weekly meetings for status of existing and new cases
- Maintains a matrix of case statistics such as number of open/close, time to close, and cases converted to opportunities
- Requires an eye for potential business opportunities as they develop
- Assist with the training of new CS Engineers

### **Requirements:**

- High School Diploma required - Associate Degree in a technical field is desirable.
- Minimum of 5 years of experience maintaining or troubleshooting industrial equipment
- Must be able to read and interpret electrical and hydraulic schematics for troubleshooting purposes
- Must be able to read and understand customer related documentation specific to customer related requirements
- Ability to solve difficult and diverse problems in creative and practical ways
- Excellent communication skills, written and oral; ability to express technical concepts to a broad audience
- LabVIEW experience is a plus

- Must be able to multi-task and prioritize assignments quickly
- Must be flexible and work well with others in a fast-paced team environment
- Must be detail-oriented
- **US citizenship/Green Card is required (ITAR compliant)**

Testek Solutions requires all new hires submit and pass a pre-employment drug screen, credit check (when applicable), and background check prior to beginning employment.

Testek Solutions is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, height, weight, genetic information, or any other classification protected by federal, state, or local law. Testek Solutions is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact the Testek HR Department at 248-573-4980 or email [hrdept@testek.com](mailto:hrdept@testek.com)