



Summa – Field Service Technician Level II – Midwest/Eastern USA

Company & Position Overview

Company Overview

Based in Indianapolis, Indiana, Summa America is part of a globally respected organization with more than 50 years of innovation and excellence, originating in Belgium. Over the decades, Summa has grown into a worldwide leader in premium cutting solutions, trusted by companies that demand precision, performance, and reliability.

Summa offers a broad and versatile portfolio of vinyl, flatbed, and laser cutting systems, supporting customers across Sign & Display, Packaging, Textile, Printing, and Apparel industries. Our advanced technology helps businesses around the world boost productivity and accuracy, and through our strong network of resellers, we deliver expert guidance, training, and support every step of the way.

At Summa America, we're passionate about technology, collaboration, and building long-term partnerships that drive success.

And we're growing fast!

Position Overview

We're looking for a motivated, hands-on Field Service Technician to join our growing technical team! This is an exciting opportunity for someone who thrives on solving technical challenges, building strong customer relationships, and making a real impact in the field.

In this role, you'll work closely with customers, dealer partners, and internal teams to ensure our cutting-edge equipment performs at its best. You'll be at the forefront of our growth—representing Summa on-site, delivering exceptional service, and helping drive our reputation for excellence across the industry.

The ideal candidate is technically skilled, customer-focused, and energized by the opportunity to travel, tackle complex problems, and grow with a company that's on the rise.

Key Responsibilities

- Travel to customer sites to set up and install Summa equipment, ensuring optimal performance and user satisfaction.
- Work with customers to identify and resolve electrical, mechanical, and computer-related issues affecting Summa cutters.
- Perform depot and on-site service to maintain and repair Summa equipment, including handling complex electrical and mechanical repairs.
- Provide guidance and training to customers on proper equipment use, preventative maintenance, and troubleshooting techniques.
- Represent Summa America at industry trade shows, dealer meetings, and events, helping strengthen brand visibility and relationships
- Maintain accurate records of service calls, repairs, and maintenance performed. Provide detailed reports to

the Service Manager as needed.

- Regular travel across the U.S. and Canada to service client needs. Must be able to accommodate overnight and occasional weekend travel.

Qualifications & Benefits

Qualifications

- Associate degree or certification in a relevant technical field preferred.
- 2+ years of experience in field service or equipment maintenance roles is ideal.
- Must reside within close proximity to a major airport.
- Strong understanding of electrical, mechanical, and computer systems.
- Experience with industrial equipment maintenance and repair is a plus.
- Ability to diagnose and resolve complex equipment issues independently.
- Excellent interpersonal skills with a focus on delivering exceptional service.
- Ability to communicate technical information to non-technical users.
- Willingness to travel extensively, including overnight and weekend travel.
- Ability to lift and carry up to 50 lbs.
- Comfort working in varied environments, including manufacturing and warehouse settings.
- Ability to travel 75%+

Benefits

- Comprehensive health, dental, and vision insurance plans
- 401(k) with company matching
- Generous paid time off, including vacation, sick leave, paid holidays, and wellness days
- Life and AD&D Insurance
- Short-Term and Long-Term Disability coverag

Location

Remote

<https://www.summa.com>