



Summa – Field Service Technician

Company & Position Overview

Company Overview

Based in Indianapolis, Indiana, Summa America is part of a global leader in cutting solutions with over 50 years of innovation advanced vinyl cutters, flatbed cutters, and laser cutters that serve the Sign & Display, Packaging, and Textile industries."

Trusted worldwide, our cutting-edge technology drives precision, and productivity, backed by expert support through our extensive reseller network.

Position Overview

Summa Americas is seeking a Field Service Technician to install, troubleshoot, and maintain our cutting equipment across the U.S. and Canada. In this role, you'll support our customers with top-notch service, ensuring their Summa vinyl, flatbed, and laser cutters deliver exceptional results.

Bring your technical expertise and customer focus to the Summa Americas team and help businesses excel with our industry-leading technology. Apply today!

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.
- Maintain accurate records of service calls, repairs, and maintenance performed. Provide detailed reports to the Service Operations 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 60-75%

Benefits

- Competitive Compensation
- Paid Time Off
- Enjoy vacation, sick leave, and wellness days to support work-life balance.
- Paid Holidays
- Overtime Pay
- Retirement Savings
- Comprehensive Insurance.
- Vision Care

Salary Range

\$55,000 - \$75,000

Location

Remote