



Summa – Hybrid In-house Support Technician – Indianapolis, 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 someone who enjoys **balancing hands-on field work with office-based technical support**. You'll have the opportunity to solve technical challenges, build strong customer and dealer relationships, and make a meaningful impact both remotely and on-site.

In this role, you'll work closely with customers, dealer partners, and internal teams to ensure our cutting-edge equipment performs at its best. Your time will be split between providing technical support from our Indianapolis office and traveling to customer locations for installations, repairs, training, and support as business needs require.

The ideal candidate is technically skilled, customer-focused, adaptable, and energized by the opportunity to troubleshoot complex issues, travel when needed, and contribute to a growing organization known for excellence in customer support.

Key Responsibilities

- Provide technical support to customers and dealer partners via phone, email, and other communication channels, ensuring timely and effective resolution of product-related issues.
- Work with customers and dealers to identify and resolve electrical, mechanical, software, and computer-related issues affecting Summa equipment.
- Travel within the U.S. and Canada to install, configure, maintain, and repair Summa equipment, ensuring optimal performance and customer satisfaction.
- Perform depot service and repairs to maintain and restore Summa equipment, including diagnosis and resolution of complex technical issues.
- Create and maintain technical articles, service documentation, troubleshooting guides, and other support resources to improve customer and dealer self-service capabilities.

- Provide guidance and technical training to dealer partners and customers on equipment operation, preventative maintenance, and troubleshooting techniques.
- Represent Summa America at trade shows, dealer meetings, customer events, and training seminars.
- Collaborate with internal teams to identify recurring issues and recommend product or support process improvements.
- Maintain accurate records of support cases, repairs, and technical activities. Provide detailed reports to the Service Manager as needed.

Qualifications & Benefits

Qualifications

- Associate degree or certification in a relevant technical field preferred.
- 2+ years of experience in technical support, equipment maintenance, service, or related roles is ideal.
- Strong understanding of electrical, mechanical, software, and computer systems.
- Experience with industrial equipment maintenance and repair is a plus.
- Ability to diagnose and resolve complex technical issues independently.
- Excellent verbal and written communication skills with a focus on delivering exceptional customer service.
- Ability to communicate technical information effectively to non-technical users.
- Experience creating technical documentation, knowledge base articles, or training materials is a plus.
- Experience delivering technical training or presentations is a plus.
- Comfortable working in office, warehouse, manufacturing, and customer-site environments.
- Willingness and ability to travel about 50% of the time.
- Ability to lift and carry up to 50 lbs.

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** coverage

Location

Indianapolis

<https://www.summa.com>