

## TECHNICAL SERVICE MANAGER - MODIG MACHINE TOOL, WICHITA

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Modig Machine Tool is a company that manufactures high-tech, high-quality machines for mainly the aerospace and automotive industries. Modig is an expansive and innovative company operating in a global market. Modig Machine Tool faces a major global expansion. To succeed growing in a fast but stable way, we are now looking for a Technical Service Manager in North America.

### **Do you want to join us on in our exciting growth journey?**

We offer an assignment that is a front-line leader who plans, direct and coordinates the activities of the Aftermarket service team. You will lead the Field Service Technicians to install and improve equipment performance and customers satisfaction. You will be working in a global and dynamic environment with several internal and external contacts. In this role you will be part of the Aftermarket team and report direct to the Aftermarket Director in Sweden.

### **What makes you successful?**

You thrive in a role where you need to take high responsibility and collaborate with stakeholders and team members to achieve the project objectives. You face problems as a challenge to learn, develop and improve. You are a strong creative thinker with passion for technology. You are do-er who enjoys implementing solutions for our customers. Ability to work under pressure and maintain composure.

### **Your main tasks will be to;**

- Define and managing service agreements with customers.
- Visit customers, promote and demonstrate relevant updates and improvement to machine or recommendations.
- Coordinate with project Managers to execute successful and cost effective installations
- Manage schedules and day-to-day activity to optimize personnel utilization based on technician availability, and the technician's skills.
- Managing external resources such as external service providers
- Track common service themes and provide feedback to engineering
- Auditing work and customer service to ensure the company's high standards, methods, and productivity goals are met.
- Ensure the team maintain a deep knowledge and understanding of the equipment and applications.
- Work closely with customers and provide status update
- Carrying out administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory report status to management

### **Service manager requirements:**

- Strong technical background and understanding of Electronics and Mechanics.
- 5 years' experience from machine tool troubleshooting, service & repair
- 5 years' experience of managing technical team
- Strong leadership and communication skills
- Microsoft Office knowledge
- Fluency in spoken and written English
- Meritorious working in automotive industry
- University degree in mechanical engineering or related field



Modig Machine Tool is a family-owned company known as the world's leading manufacturer of custom-made premium machines for the aerospace industry. Our strong commitment to quality is rewarded with orders from leading OEM and Tier-1 companies. Courage creates innovation. Modig differentiates itself from the competition through an integrated solution that includes problem solving, tailored manufacturing, testing, training, and ongoing technical customer support. There is no room for compromise in the quality of Modig. Modig Machine Tool keywords is Quality, Efficiency,

Responsibility and Loyalty. The family-owned company values that the employees show each other respect and have a good friendship between each other. Production is characterized by innovation, creativity, and development. Read more at [www.modig.se](http://www.modig.se)

## APPLICATION

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Join us! Our selection process for this position is ongoing, so don't wait to apply.

If you have any questions, please contact Aftermarket Director Oskar Säll at [oskar.sall@modig.se](mailto:oskar.sall@modig.se) or Human Resources Heléne Gustafsson at [helene.gustafsson@modig.se](mailto:helene.gustafsson@modig.se)

Send your resume and cover letter to [career@modig.se](mailto:career@modig.se), mark your application with **"Service manager US"**