Schubert Packaging Automation Inc. is a subsidiary of Gerhard Schubert GmbH in Germany. Schubert is a pioneer in development, manufacturing and marketing of robotic packaging machinery for a broad range of industries and applications. The innovative Top-Loading-Machines (TLM) and F-44 Pick-and-Place systems made Schubert, with its staff of approximately 1100, a world leader in manufacturing of CNC controlled packaging machines and lines for primary and secondary packaging. In its 50-year company history, Schubert keeps setting the standard for the industry through continuous innovation and focusing on flexibility, standard modules and PC control which earned Schubert an international reputation for producing high-end quality equipment.

FIELD SERVICE TECHNICIAN – ROBOTICS AND MECHATRONICS (FULL-TIME) FOR CANADA

Company: Schubert Packaging Automation Inc.

Locations: Mississauga, ON

Key Responsibilities:
- Responsible for troubleshooting, preventive and corrective maintenance actions, installation and testing of Schubert robotic equipment at customer plant locations
- Work on electrical systems, PC controls, PLC controls, servo drives and controls, and mechanical systems
- Recommend technical solutions by examining customer machines; clarifying requirements with customer representatives
- Provide phone support to customer technicians in order to facilitate the resolution of hardware/software issues
- Increase sales opportunities by identifying untapped customer needs, product enhancements, and industry developments
- Maximize customer satisfaction by working closely with customer contacts
- Represent Schubert to customers in a professional manner and provide effective and professional communication
- Training of customer operators and maintenance staff
- Escalate unresolved issues to superiors in a timely manner
- Provide parts department with necessary information for required replacement parts
- Must be able to travel for on-site servicing and installations; travel will be mainly within Canada, occasional travels to the head office in Germany will be necessary
- Document service and installation actions by completing forms, reports, logs, and records
Skills and Qualifications:

- Background in Mechatronics or Electronics
- A minimum of 5 years hands-on experience in servicing or manufacturing of packaging machinery or relevant industry experience in the areas stated above; preference given to individuals with industry experience
- Solid knowledge of robotic systems is desirable
- Mechanical as well as electrical/electronic aptitude and experience
- Working knowledge of servo drives and control systems
- Strong troubleshooting and problem solving skills
- Excellent ability to present complex technical information in a clear and concise manner to a variety of audiences, including non-technical
- Understand technical issues and ability to leverage previous technical experience to solve technical problems
- Ability to effectively handle escalations and time critical issues; meet goals despite unexpected setbacks, obstacles, or time constraints
- Ability to develop and maintain strong rapport with clients
- Ability to communicate effectively both verbally and in writing
- Able to work effectively unsupervised
- Strong analytical, planning and organizational skills are a must
- Flexibility – able to quickly adapt to new situations – and creativity – able to think “outside the box”
- Computer literacy; experience with a range of PC-based applications
- Excellent command of English; knowledge of German and French will be considered an asset
- Valid drivers license
- Able to commit to several months of initial training in Germany, as well as travel within North America for extended periods of time
- Positive attitude and ability to work independently, while still acting as a team-player
- Must have a valid work permit

Schubert Packaging Automation offers a competitive salary and benefits program.

Email your resume to:

Schubert Packaging Automation Inc.
careers@schubert-canada.com