Field Service & Applications Engineer Precision Optical CNC Machines

Location: USA

About the Role

Are you experienced in CNC systems, automation, and ultra-precision machining—and also enjoy working closely with customers to optimize their manufacturing processes?

Schneider Optical Machines is seeking a Field Service & Applications Engineer who combines hands-on technical service expertise with process engineering know-how.
In this role, you will not only install and maintain advanced multi-axis CNC equipment, but also advise customers across the full manufacturing chain—including grinding, diamond turning, polishing and centering.

This is a highly visible, customer-facing position ideal for someone who enjoys solving complex technical challenges and delivering measurable process improvements.

Key Responsibilities

- Commission and optimize ultra-precision CNC equipment at customer sites
- Diagnose and troubleshoot mechanical, electrical, and process-related issues (remote and on-site)
- Perform field service, repairs, and preventive maintenance
- Provide applications support and process consulting across grinding, diamond turning (DT), polishing and centering
- Analyze customer workflows and recommend process improvements for quality, efficiency, and throughput
- Support customers with programming (e.g. SOM) and process optimization
- Train customers on machine operation, maintenance, and best practices
- Coordinate spare parts, software updates, and service activities
- Accurately document all service and applications work
- Travel extensively across North America (up to ~70% during peak periods)

What We're Looking For

- Strong technical foundation combined with a consultative, solution-oriented mindset
- Excellent communication skills with the ability to explain complex processes clearly
- Experience with CNC systems, PLCs, drive controls, and industrial automation
- Solid understanding of precision machining processes
- Ability to troubleshoot systematically—both machine issues and process challenges
- Professional, customer-facing demeanor
- Comfortable in a dynamic, fast-paced environment with frequent travel

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Qualifications

- Experience reading and interpreting electrical schematics, pneumatic diagrams, and mechanical drawings
- Hands-on experience with control systems, drive systems, PLCs, and PC-based systems
- Experience with precision alignment and mechanical system repair
- Experience in ultra-precision manufacturing processes (grinding, diamond turning, polishing) strongly preferred
- Familiarity with CAD and file handling (e.g., .STMP, .YAML)
- Optical manufacturing knowledge is a strong plus
- Valid driver's license and ability to travel extensively
- Physically able to lift up to 70 lbs and perform hands-on technical work (including climbing, kneeling, and working in confined spaces)
- Ability to detect machine abnormalities, including through sound and vibration

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Why Join Schneider?

Schneider Optical Machines is a global leader in ultra-precision CNC machining systems and complete optical manufacturing solutions, with a strong core in ophthalmics, precision optics, and ultra-precision optics. Founded in Germany, Schneider is known worldwide as a pioneer of freeform technology and a full-solution provider for optical labs and manufacturing operations.

In the ophthalmic industry, Schneider offers one of the most comprehensive portfolios available—from single machines to fully integrated production lines designed for high-efficiency lens manufacturing.

The portfolio covers all essential steps in lens production, including surfacing and generating, grinding, polishing, diamond turning, centering and edging, coating, as well as measurement and inspection systems.

Send your resume to: S.Huelck@schneider-om.com