



FIELD SERVICE TECHNICIAN – SERVO

Job Description

A. COMPANY DESCRIPTION

Pacific Press is a 75+ year old branded OEM of metal forming machinery headquarters in Mount Carmel, Illinois. We design and manufacture highly engineered press brakes and shears serving customers across North America and worldwide.

Pacific has built its reputation on hydraulic press brake innovation since 1945. Today, we are entering our next chapter — launching a new generation of servo-driven press brakes utilizing off-the-shelf electrical and motion control components to improve efficiency, precision, and serviceability.

As we invest in new product lines and next-generation technology, we are seeking highly skilled professionals to help support and grow this new servo platform.

B. POSITION OVERVIEW

The Servo Press Brake Field Service Technician is a highly skilled role responsible for installing, commissioning, troubleshooting, and servicing Pacific's new servo-driven press brake systems as well as installing, commissioning, troubleshooting, and servicing our legacy hydraulic machines as necessary .

This is not an entry-level role. We are seeking an experienced technician with strong knowledge of servo motors, drives, PLC systems, motion control, hydraulics and industrial electrical troubleshooting.

This position requires approximately **75% travel**, primarily within North America, with occasional international travel. Routine overtime is expected as required to support customer needs.

Representing Pacific Press worldwide, the successful candidate must demonstrate:

- Strong integrity and principle-centered leadership
- High accountability and professionalism
- Advanced troubleshooting ability and independent problem-solving skills
- Attention to detail with urgency and ownership
- Exceptional customer service and communication skills
- Confidence working directly with customer maintenance teams and engineers

C. KEY RESPONSIBILITIES

- Install, commission, and start up new servo press brake systems and legacy machines as necessary
- Diagnose and repair servo motors, servo drives, PLC systems, HMI controls, hydraulic and motion control components
- Troubleshoot electrical systems including VFDs, controllers, sensors, encoders, and safety circuits
- Perform system upgrades, retrofits, and software updates
- Provide advanced in-field troubleshooting for electrical and control system failures
- Interpret electrical schematics and ladder logic
- Support integration of off-the-shelf control components
- Conduct operator and maintenance training at customer facilities
- Provide technical phone support as directed by the Service Manager



- Maintain detailed electronic service reports and documentation
- Communicate service findings and recurring issues to Engineering for continuous improvement
- Ensure compliance with all safety, health, and environmental policies
- Build and maintain strong customer relationships

This position reports directly to the Service Manager.

D. REQUIRED SKILL SET

- Minimum 5+ years of experience servicing servo press brakes or similar CNC industrial machinery
- Strong experience with servo motors, servo drives, and motion control systems
- Experience troubleshooting PLC-based control systems
- Ability to read and interpret electrical schematics and control diagrams
- Strong understanding of industrial electrical and controls
- Experience commissioning new machinery
- Ability to independently diagnose electrical faults in the field
- Proficient with Windows-based systems and Microsoft Office
- Valid driver's license
- Ability to obtain a passport for international travel
- Must be able to:
 - Stand for prolonged periods
 - Work in variable indoor/outdoor temperatures
 - Work in tight or elevated spaces
 - Lift up to 50 lbs

E. PREFERRED EXPERIENCE (HIGHLY DESIRED)

- Experience with CNC control systems
- Knowledge of:
 - PLC programming (Allen Bradley, Siemens, etc.)
 - HMI configuration
 - VFD systems
 - Encoders and feedback systems
 - Safety-rated control systems
- Experience in metal fabrication or sheet metal forming industry
- Millwright, electrical, or industrial automation certification

F. COMPENSATION

Because this is an advanced technical role, compensation will be commensurate with experience.

- Hourly rate based on experience
- 401(k) with 4% match
- Exceptional benefits package (Health, Dental, Vision)
- PTO: Vacation, Sick, and Personal Time
- Travel Allowance

