

BEND-TECH

**729 Prospect Ave
Osceola, WI 54020
715-304-2952**

Application Specialist

Bend-Tech: Innovators of Tube & Pipe Fabrication

Bend-Tech takes pride in providing products that innovate the way tube and pipe are designed and fabricated. We are continuously pushing this industry forward with tools that promote efficiency and accuracy. Since 2001 Bend-Tech has been growing into the company we are today. At our headquarters in Osceola, Wisconsin, all our employees strive for Honesty, Innovation and Quality in everything they do.

Position Overview

Start your career as an Application Specialist at Bend-Tech. It pays well, has excellent long-term employment prospects, and offers interesting work. Through our on-the-job training course, you will be able to start your new career with confidence.

Basic Qualifications

- Associates degree in CNC Manufacturing, Process Engineering, Mechanical Engineering or in a related discipline or equivalent work experience preferred
- Prior experience operating, troubleshooting, and/or training others in CNC preferred
- Critical thinking, attention to detail, and problem-solving skills
- Ability to learn information and teach that information to customers
- Ability to diagnose and resolve mechanical and software problems
- Ability to work professionally over the phone, through email, and in-person with our customers
- Experience with Windows operating system and associated applications
- Willingness to travel for work eight weekdays per month (home on weekends) with all expenses paid
- Ability to work independently and as a team member
- A courteous and confident attitude
- Maintain a polished and professional appearance
- Work in a fast-paced environment
- Proficiency using SolidWorks, CAD/CAM, or other related platforms preferred
- Technical writing skill

Job Duties and Responsibilities

- Support customers with the set-up and operation of Bend-Tech's CNC machines and software
- Communicate with customers over the phone, through email, and in-person
- Enter service tickets into the Bend-Tech database for each customer inquiry from both phone and email conversations
- Approximately eight weekdays a month, the Application Specialist travels on-site to a new customer's location to train them on the startup use of their machine and software and resolve any initial issues
- The Application Specialist will be trained on how to explain the series of moving parts, machine service, and part replacement and how to administer on the spot training to ensure customer competency with the machinery and accompanying software
- When the Application Specialist is not supporting customers, they work with the sales and marketing teams to demonstrate the product to potential customers. This work includes demonstrations of the machine and software capabilities and how Bend-Tech's products can help accomplish customers' specific project goals.
- Assist in periodic software testing
- Duties may be subject to change according to the needs of the employer

Hours, Pay, Benefits

Full-time Monday-Friday 7:00 AM-4:00 PM

We generously reward hard work and initiative. We offer a full benefits package that gives our employees both unique perks and peace of mind, including medical, dental, vision, life and disability insurances and 401 (k) with matching.

Salary based on experience

Work Location: One location

Work Remotely: No

Estimated Pay: \$50,000-\$75,000 per year

COVID-19 precautions are being taken as needed.