



Technology. Customer Contact. Responsibility. Variety.

Would you like a job where no two days are the same and where you can combine technical work with direct customer contact? Do you enjoy solving technical problems, commissioning equipment, and working together with our customers to find solutions?

Then you are the right fit for us.

At **HTI Automation GmbH**, we develop and manufacture customized devices and automation solution for demanding laboratory applications. Our products are technically complex and are often individually tailored to our customers' requirements.

We are looking to strengthen our team as soon as possible with a

Service Technician / Service Engineer (m/f/d)

Your responsibilities:

Your area of responsibility is varied and ranges from commissioning our equipment to contributing to the further development of our products.

- Commissioning our **standard systems** at our premise and at customer sites
- Commissioning and supporting our **custom-built systems**
- Carrying out **service, maintenance and repair visits / service assignments** for customers in Germany and abroad
- Handling and coordinating **service inquiries** by phone, email, remotely, or directly at the customer's site
- Analyzing and troubleshooting technical issues and malfunctions in our equipment
- Conducting **customer training and instruction** and providing instruction on the operation and maintenance of our equipment
- Supporting customers with technical questions and applications
- Documenting service assignments, fault analyses, and measures carried out
- Working closely with **Development, Production, Project Management, and Software**
- Feeding experience gained from service and customer assignments back into our **product development**

- Contributing to the **further development and optimization** of our equipment
- Supporting the **commissioning and acceptance of new devices and systems**
- Documenting sales activities in the **CRM system**

What you bring:

You have completed technical vocational training or a technical degree and do not want to use your knowledge exclusively at a desk.

Ideally, you have:

- Completed technical vocational training, for example as a **mechatronics technician, electronics technician, automation electronics technician**, or a comparable qualification
- Alternatively, a completed degree in **electrical engineering, automation technology, mechatronics**, or a comparable field
- Experience in technical service, commissioning, automation, or mechanical engineering and automation systems is an advantage
- Good knowledge of electrical **engineering and mechanics**
- Basic understanding of **control systems and automation technology**
- Enjoyment of systematic **troubleshooting and problem-solving**
- A confident and friendly manner when dealing with customers
- An independent and structured way of working
- Good communication skills and enjoyment of working with different technical departments oder different technical discipliness
- Good **German and English language skills**
- Willingness to **travel regularly within Germany and internationally**
- Class B driving licence

What you can expect from us:

This is not a monotonous service job. Our equipment is technically demanding and, in some cases, individually tailored to our customers' requirements.

You will therefore not simply work through predefined checklists. You will need to understand technical relationships, analyze problems, and develop solutions together with customers and colleagues.

You can expect:

- **Varied technical tasks** instead of a repetitive daily routine
- A combination of **service, commissioning, customer support, and product development**
- A high level of personal responsibility and short decision-making processes
- Direct contact with our customers
- The opportunity to work on technically demanding **customized solutions**
- The opportunity to contribute your own ideas to the further development of our products

- Close cooperation with Development, Production, and Project Management
- Structured onboarding and training in our products and technologies
- A technically experienced and supportive team
- Regular national and international service visits
- Long-term prospects in a growing company

Who we are

HTI Automation GmbH develops and manufactures sophisticated customized equipment and automation solutions for laboratory applications.

From the initial idea through development and assembly to commissioning at the customer's site, many technical disciplines come together within our company. Our solutions are often customized and are developed in close cooperation with our customers.

Service is an important part of what we do. We support our equipment throughout its entire life cycle and continue to serve as a competent point of contact for our customers even after commissioning.

Do you think you are a good fit for us?

Then we look forward to receiving your application.

Please send us your complete application documents, including your salary expectations and your earliest possible starting date.

Please do not hesitate to contact us for further information.

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We look forward to getting to know you!