

**UNISON TUBE, LLC**  
**North American Sales & Service for Unison, Ltd.**

**Job Title:** Service Technician  
**Wage:** Based on Experience  
**Team:** Service and Support Team  
**Reporting to:** Service and Support Manager Unison Ltd & Vice President Unison Tube

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**Overall Definition of the Job:**

We are seeking a Service Technician to represent the Unison Service and Support Team. This individual will be on the front line assisting our customers at every stage including start-up and commissioning of equipment, performing planned maintenance, customer training, diagnosing equipment problems remotely, and responding to service break downs. The role will involve working with customers in a variety of industries including Aerospace, Marine, Oil & Gas, and Automotive to help them get the most from their new and existing bending machines and automated cells. This individual must be skilled with machinery, electricity, computers as well as be able to work under pressure. He/she must have a strong, self-directed work ethic. Due to the nature of the industries we serve, after hours (i.e. weekend and evening work) work is sometimes required. Extensive travel is required primarily in the US but also to Canada, Mexico and the UK for training.

**Key Objectives**

- Collaborate effectively with the Service & Support Team in the US and the UK on all installation, service and training schedules.
- Represent Unison professionally while resolving customer challenges – onsite and remotely from our headquarters
- Investigate and recommend ways to improve service levels, reduce costs, and improve quality standards and profitability on individual jobs/projects.
- Assist with machine assembly at headquarters when required.

**Key Responsibilities**

- Installation, commissioning, and servicing of Unison equipment.
  - Mechanical and electrical assessment and repair where required
  - Working knowledge of machine functions and capabilities
- Documentation
  - Customer communications
  - Time on Site
  - Sign offs on installation, training and servicing of equipment
- Communication
  - Issue Certifications Post Training
  - Report customer challenges, feedback on machine performance and non-conformances
  - Gain understanding of customers organization and key personnel
- Selling
  - Promote service contracts to customers
  - Offer solutions to customer challenges in coordination with Account Manager
  - Identify new opportunities for Unison products/services

**Unison Tube, LLC: North American Sales & Service for Unison, Ltd.**  
1465 Sand Hill Road, Suite 2016, Candler, NC 28715 USA  
Tel: (828) 633-3190 Fax: (828) 633-3188 Email: [dalec@unisonltd.com](mailto:dalec@unisonltd.com)

**UK Headquarters: Unison, Ltd.**  
Faroe House, Thornburgh Road, Scarborough, North Yorkshire,  
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- Log information on competitors' machines
- Management
  - Efficiently plan travel time and time needed on site
  - Follow outstanding customer issues to resolution

**Education/Experience**

- Minimum Associates Degree in Electrical or Mechanical Engineering, or a similar technical equivalent.

**Skills**

- Good written and verbal skills and ability to communicate at all levels both with internal staff and with customers.
- Good organizational and time management skills, as well as the ability to prioritize personal workloads in line with business and customer expectations.
- Experience with CNC Machining
- Appreciation of Servo Technology
- Basic Electrical Knowledge
- Experience with Machine Maintenance and Mechanics
- Ability to Read Machine and Parts Diagrams
- Spanish speaking a plus.

**Work Conditions/Requirements:**

- Overtime and/or alternative working hours may be required to meet project delivery deadlines.
- International travel will be required for training (UK) and to meet project installation and service requirements (including Mexico & Canada).
- Valid Passport.
- Valid US Driving License – good driving record.
- Training will be provided – a portion of this will be done at Unison LTD in Scarborough UK. Expectation that individual would spend a minimum of 3 weeks on site in UK near start of employment.
- Position based in our US Headquarters at 500 Cane Creek Parkway, Ringgold, VA.

Interested Individuals should submit Cover Letter and Resume to  
Ms. Dale Coates  
Vice President  
Unison Tube LLC  
[dalec@unisonltd.com](mailto:dalec@unisonltd.com)  
or to the US address below

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