



Field Service Technician – Industrial Packaging Equipment

Location: St. Clair Shores, MI (Travel-Based Role – Midwest Region)

About UTSI

UTSI provides specialized end-of-line packaging systems that keep manufacturing operations running efficiently. We support a wide range of industries with reliable equipment, including strapping machines, stretch wrappers, and shrink bundlers - helping customers improve throughput, consistency, and uptime. Our team works directly on the production floor, delivering hands-on service and technical expertise where it matters most.

About the Role

We are seeking a mechanically and electrically skilled Field Service Technician to support industrial packaging equipment at customer facilities. This is a **travel-based, customer-facing role** focused on installation, troubleshooting, and keeping production lines operational.

This role is ideal for technicians with experience in **industrial equipment, manufacturing environments, or automation systems. Field service experience required.**

This is not a facilities maintenance or HVAC service role.

What You'll Do

- Travel to customer sites to install, service, and repair industrial packaging equipment
- Diagnose and troubleshoot **mechanical, electrical, and control system issues**
- Perform equipment startups and ensure systems are running to specification
- Train operators and maintenance teams on proper equipment use and basic upkeep
- Complete detailed service reports and document work performed
- Communicate clearly with customers and internal team members to ensure efficient service delivery

What a Typical Week Looks Like

- Possible Travel 3–4 days per week to customer manufacturing facilities (primarily MI, OH, IN, IL)
- Work directly on production lines to diagnose and resolve equipment issues
- Perform a mix of service calls, preventative maintenance, and occasional installations
- Return home most evenings and weekends



What We're Looking For

- Hands-on experience troubleshooting and repairing **industrial or manufacturing equipment** (e.g., conveyors, packaging machinery, automation systems, or similar)
- Basic Working knowledge of **electrical systems (120V/240V/480v), motors, sensors, and control components but not required. WILL TRAIN**
- Mechanical aptitude with the ability to diagnose and resolve equipment issues in the field
- Exposure to **PLCs, HMIs, or automation systems** is a strong plus
- Ability to work independently, manage time, and adapt to different customer environments
- Strong communication skills and a customer-focused mindset
- Valid driver's license and ability to travel regularly

Physical Requirements

- Ability to stand for extended periods while performing service work
- Ability to lift and carry up to 65 lbs. in accordance with safety standards

What We Offer

- Competitive compensation based on experience, with overtime opportunities
- Paid travel time and expenses
- Comprehensive, hands-on training on UTSI supported equipment and systems
- Benefits include paid vacation and **100 % paid Health, Dental and Vision insurance.**
- Long-term career growth, with opportunities to advance into senior technical or specialized roles

Why UTSI

At UTSI, you won't be working on the same equipment every day. You'll gain experience across a variety of packaging systems and industries, building a strong technical skillset while working directly with customers to keep their operations running.

Apply Today

If you're looking to build a career working with industrial equipment in a fast-paced, hands-on environment, we'd like to hear from you. Learn more about UTSI at www.utsitech.com