



# INTAMIN LTD.

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**Position Title: Technical Service Engineer**

**Position Location: Glen Burnie, MD**

**Salary Range: TBD Based on Experience**

**Start Date: ASAP**

## **Position Description & Responsibilities:**

- Self-motivator: Ability to efficiently work individually and as part of a small team
- Manage technical requests from Customers to resolve technical issues, properly identify equipment needs, and/or provide answers to technical questions
- Manage domestic and international suppliers through production and manufacturing processes
- Provide on-site and/or remote support for new and existing attractions based on installation, commissioning, and troubleshooting needs
- Provide technical input for new attraction proposal efforts and provide technical guidance during engineering design phases
- Provide engineering support (design, drafting, modeling, etc.) for upgrades, design changes, and product improvements
- Maintain correct and accurate records for all Engineering changes
- Provide superior Customer Service and maintain proactive communication with Customers and Suppliers
- Resolve Customer issues in a timely and professional manner
- Support incoming part inspections and pack/ship activities
- Maintain and update inventory systems

## **Minimum Qualifications:**

- Prior experience in the Amusement Ride Industry preferred, but not required
- Prior Technical Customer Service/Interface preferred
- Strong written and verbal communication, listening, and interpersonal skills
- 4-year technical degree required with minimum 3 years of professional experience
- Ability to read & interpret Engineering Drawings as well as generate new/revise existing 2D drawings
- Ability to read & interpret Engineering Analyses and other Technical Documentation
- Fundamental understanding of technical concepts such as manufacturing, quality control, mechanical / electrical / pneumatic / hydraulic systems, etc.
- MS O365 (Word, Excel, PowerPoint, SharePoint) proficient; ability to learn additional software
- Basic 2D Drafting & 3D Modeling experience preferred
- Must have the ability to lift up to 50 lbs
- Must be fluent in English
- Must possess a valid driver's license
- Travel up to ~20% to customer sites for installation, commissioning, troubleshooting, and/or training tasks
- Must be willing to sign Confidentiality/Non-Disclosure Agreements

Interested & qualified candidates may submit their resume to [Info@IntaminLtd.com](mailto:Info@IntaminLtd.com).