https://tksinc.net/job/3862/

Service Manager

Hiring organization
TurnKey Solutions

Employment Type
Full-time

Job Location
N117 W18200 Fulton Drive, 53022, Germantown, WI

Date posted
October 14, 2026

Description

Turn-Key Solutions (TKS) is seeking a hands-on Service Manager to lead and support our growing service department. This position is ideal for an experienced automation professional who enjoys both customer interaction and technical problem-solving. The successful candidate will serve as the primary point of contact for service-related activities while remaining actively involved in equipment installations, startups, troubleshooting, and customer support.

This is not a desk-only management position. The Service Manager will regularly travel to customer facilities, support service technicians, and work directly with customers to ensure successful project execution and long-term customer satisfaction.

Responsibilities

Service Department Leadership

- Serve as the primary point of contact for customer service and support activities.
- Coordinate service schedules, installations, emergency service calls, and preventative maintenance activities.
- Work closely with customers to understand issues and develop timely solutions.
- Prioritize and manage multiple service requests simultaneously.
- Maintain strong communication with customers throughout service activities.

Service & Installation Support

- Travel approximately 25% of the time to customer facilities throughout North America.
- Perform equipment installation, startup, commissioning, and troubleshooting.
- Support robotic automation systems, resistance welding equipment, assembly systems, and custom manufacturing equipment.
- Diagnose and resolve electrical, controls, mechanical, pneumatic, and robotic issues.
- Provide on-site customer training and technical support.

Technical Support

- Provide phone and remote troubleshooting support during normal business hours.
- Support customers with controls, PLC, HMI, robot, and automation-related issues.
- Coordinate internal resources when specialized support is required.
- Escalate issues appropriately to Controls Engineering, Robotics Engineering, Mechanical Engineering, or Assembly teams.

Continuous Improvement

- Develop service procedures and best practices.
- Improve response times and customer satisfaction.
- Assist with service quoting, spare parts recommendations, and preventative maintenance programs.
- Document service activities and maintain accurate service records.

Qualifications

Required

- 5+ years of industrial automation, controls, or manufacturing equipment experience.
- Strong PLC troubleshooting experience, preferably with Allen-Bradley platforms.
- Ability to read and understand electrical schematics and control systems.
- Experience troubleshooting industrial automation equipment in a manufacturing environment.
- Excellent customer communication and organizational skills.
- Ability to manage multiple priorities and respond effectively under pressure.
- Valid driver’s license and ability to travel 25%.

Preferred

- Previous leadership or service management experience.
- FANUC robot programming and troubleshooting experience.
- Experience with resistance welding equipment and controls.
- Experience with HMI systems, VFDs, servo systems, safety controls, and industrial networking.
- Knowledge of mechanical assembly, pneumatics, and hydraulic systems.
- Experience supporting custom automation systems.

Job Benefits

- Competitive salary based on experience.
- Health, dental, and vision insurance.
- 401(k) with company match.
- Paid vacation and holidays.
- Opportunity to work with cutting-edge robotic automation and resistance welding systems.
- Strong internal support from experienced Controls, Robotics, Mechanical Engineering, Assembly, and Project Management teams.