

Level III - Senior Lead Technician

Location: Chester, Virginia
Company: Stoecklin Logistics, Inc.
Project: LEGO

About Stöcklin

Stöcklin is a Swiss-based, internationally recognized provider of innovative intralogistics and warehouse automation solutions. We specialize in the design, development, and implementation of automated storage and retrieval systems (ASRS), conveyor technology, and integrated material handling solutions that help businesses optimize their operations.

With approximately 500 employees worldwide, we combine Swiss engineering excellence with a collaborative, hands-on approach. Our success is built on the expertise, dedication, and innovation of our employees.

We are looking for motivated professionals who take pride in their work, enjoy solving complex challenges, and want to grow their careers with an established international company.

Position Overview

We are seeking a highly experienced and technically skilled **Level III – Senior Lead Technician** to join our on-site maintenance team supporting automated warehouse operations at the **LEGO facility in Chester, Virginia.**

In this senior technical leadership role, you will serve as a primary on-site technical point of contact, overseeing complex troubleshooting activities, supporting critical equipment recovery, and driving maintenance and reliability improvements across automated storage and retrieval systems (ASRS) and related material handling equipment.

You will provide technical guidance to maintenance teams across multiple shifts, collaborate closely with Controls Engineers and equipment manufacturers, and work directly with customer representatives to ensure reliable system performance and operational continuity.

The ideal candidate brings extensive experience with highly automated material handling systems, exceptional technical troubleshooting capabilities, and a demonstrated ability to lead, mentor, and develop maintenance personnel in a demanding industrial environment.

Tasks & Responsibilities:

- **Technical Leadership:** Provide technical direction and guidance to maintenance technicians across multiple shifts, ensuring consistent troubleshooting practices, maintenance quality, and adherence to established procedures.
- **Advanced Troubleshooting:** Lead the diagnosis and resolution of complex mechanical, electrical, and automation-related equipment failures, providing expert technical support for escalated issues.
- **Critical System Recovery:** Lead on-site technical recovery and restoration activities during significant equipment failures, coordinating with internal teams and engineering specialists to minimize downtime.

- **Preventive & Corrective Maintenance:** Oversee the technical execution of preventive and corrective maintenance activities, ensuring equipment reliability, safety, and operational performance.
- **System Reliability & Optimization:** Evaluate equipment performance, recurring failures, and maintenance trends to identify opportunities for improving system reliability, availability, and maintenance effectiveness.
- **PLC & Automation Diagnostics:** Perform advanced PLC diagnostics, analyze control system faults, and support troubleshooting of automated equipment and industrial communication systems.
- **Engineering & OEM Collaboration:** Serve as a technical liaison with Controls Engineers, original equipment manufacturers (OEMs), and other specialists to resolve complex issues and implement approved technical solutions.
- **System Upgrades:** Provide on-site technical support during approved system upgrades, equipment modifications, testing, and implementation activities.
- **Team Development & Mentoring:** Coach and mentor maintenance technicians, support technical training initiatives, and contribute to the ongoing development of team competencies.
- **Maintenance Planning & Resources:** Support maintenance planning activities, including spare parts requirements, resource allocation, and budget-related technical input.
- **Customer Communication:** Serve as a key technical point of contact for LEGO representatives, providing clear and professional communication regarding equipment performance, technical issues, and corrective actions.
- **Performance Monitoring & Reporting:** Participate in equipment performance reviews, prepare technical reports, and present recommendations for maintenance improvements and system optimization.
- **Safety & Compliance:** Promote and reinforce safe working practices, including Lockout/Tagout (LOTO), electrical safety procedures, and site-specific safety requirements.
- **Documentation & Continuous Improvement:** Ensure accurate technical documentation of maintenance activities, major equipment failures, root-cause investigations, and corrective actions to support continuous improvement.

Qualifications:

Required Qualifications

- Minimum of 10 years of experience in industrial maintenance, including extensive experience with automated material handling systems.
- Expert-level knowledge of automated storage and retrieval systems (ASRS), conveyor systems, and related industrial automation equipment.
- Advanced mechanical, electrical, and electromechanical troubleshooting capabilities.
- Extensive experience diagnosing complex equipment failures and leading critical system recovery activities.
- Advanced proficiency in PLC diagnostics, industrial control systems, motor drives, and automation-related troubleshooting.
- Experience collaborating with Controls Engineers, equipment manufacturers, and technical specialists to resolve complex automation issues.
- Demonstrated experience providing technical leadership, mentoring technicians, and coordinating technical activities across multiple shifts.
- Strong understanding of preventive and corrective maintenance practices, equipment reliability, and maintenance optimization strategies.
- Ability to analyze recurring equipment failures, identify root causes, and develop recommendations for long-term corrective action.
- Ability to read and interpret complex electrical schematics, wiring diagrams, and mechanical drawings.
- Experience preparing technical reports, documenting equipment performance, and communicating maintenance recommendations.
- Strong organizational and problem-solving skills, with the ability to prioritize technical issues and make sound decisions in high-pressure situations.
- Excellent communication and interpersonal skills, including the ability to interact professionally with customers, management, and technical teams.

- Thorough knowledge of industrial safety procedures, including Lockout/Tagout (LOTO) and electrical safety requirements.
- Ability to work at heights using appropriate safety equipment.
- Proficiency in English.

Preferred Qualifications

- Technical diploma or associate degree in Mechatronics, Industrial Automation, Electrical Engineering Technology, Mechanical Engineering Technology, Electromechanical Technology, or a related field.
- Experience in high-performance distribution centers, automated logistics facilities, or similarly complex industrial environments.
- Experience with PLC platforms such as Siemens or Allen-Bradley.
- Familiarity with industrial automation components and systems from manufacturers such as SEW, Lenze, Leuze, or SICK.
- Experience supporting automated system upgrades, commissioning, and equipment optimization projects.
- Familiarity with computerized maintenance management systems (CMMS) and maintenance performance indicators such as MTTR, MTBF, and system availability.
- Experience supporting spare parts planning, maintenance budgeting, or technical resource planning.
- PLC or industrial automation certifications.
- Electrical or industrial maintenance technician certifications.
- OSHA safety certification or equivalent.
- First Aid/CPR certification.
- Previous experience in a customer-facing technical leadership role.
- Spanish and/or German language skills are a plus.

What We Offer:

- The stability of an established, financially sound, international, family-owned company.
- The opportunity to work with advanced warehouse automation technology and innovative material handling systems.
- Opportunities for professional development, technical training, and career advancement.
- A collaborative and respectful work environment where individual contributions are valued.
- A team-oriented culture with open communication and direct decision-making.
- Competitive employment conditions and a comprehensive benefits package.

Ready to join us?

If you are an experienced maintenance professional who enjoys solving complex technical challenges and working with advanced automation technology, we encourage you to apply.

Join Stöcklin and become part of a team committed to delivering reliable, high-performance intralogistics solutions.

We look forward to receiving your application!

Contact Information:

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