

Service Bureau Lead

Position Objective:

The Service Bureau Lead (SBL) is responsible for the day-to-day operation of Intermountain 3D's service bureau, which includes 3D design, reverse engineering, and prototyping. Demonstrated attention to detail, a desire for excellence, and a professional customer service orientation are essential to success in this position. The Service Bureau Lead will perform all functions of the service bureau work, including 3D design in Solidworks, reverse-engineering of customer parts, evaluating customer files, creating customer cost estimates, preparing files and equipment for 3D printing, post-processing 3D printed parts, and inspecting parts for conformance. A successful Service Bureau Lead will combine a technical skillset with an interest in growing a high-tech business, and a demonstrated passion for delivering exceptional products to customers.

Responsibilities include:

- 3D design and product development
 - Detail CAD modeling, part and assembly
 - STL file manipulation/editing
 - Design file format conversions
 - Design-for-manufacturing (DFM)
- Reverse-engineering
 - Part evaluation for 3D scanning
 - Part setup and preparation for 3D scanning
 - Mesh data processing for downstream CAD applications
 - Robust parametric modeling from mesh data
- Evaluate customer files and create job-cost estimation
 - 3D printing suitability assessment (e.g. geometry inspection)
 - Printing process and materials selection
 - Sourcing equipment for best customer outcomes
- Plan and execute all phases 3D prototyping services, including:
 - 3D build file preparation from customer files
 - Job submittal and quality monitoring
 - 3D printer operation – setup/prep/normal operation/failure prevention and aborted print recovery
 - Print job post-processing
 - Print job QC inspection and signoff
 - Post job printer maintenance and setup



- Conduct all 3D printing and support activities in a clean, organized, safe, and efficient manner, including:
 - Pre and post-print job machine maintenance/cleaning/setup
 - Proper cleanup and safe handling of all 3D printing and processing materials
 - Proper logging of work order and equipment operating events
- Maintain an inventory of material and communicate when new material is required
- Oversee prototyping student intern/s, and ensure job duties and performance meet expectations
- Contribute to the positive work environment of a growing high-tech business

Skills Required

- Product development and design (DFM desired)
- Demonstrated competency in professional CAD application
- Experience in manufacturing processes; injection molding desired
- Extraordinary attention to technical detail
- Demonstrated ability to decompose large process challenges into logical workflow sequences, with outstanding focus on end-to-end quality
- Demonstrated competency with Windows software, local and VPN networking, device connectivity, file systems, and security
- Proficient with MS Office applications (Excel, Outlook, Word, etc.)
- Strong technical troubleshooting skills and an ability to use multiple tools and skills when problem solving, both digital as well as conventional
- Dynamic self-starter with a positive, collaborative, and well organized work style
- Demonstrated customer service orientation and desire to satisfy requirements
- Strong time-management skills; commitment to deadlines
- Demonstrated ability to learn quickly and thoroughly

Position Requirements:

- 2+ years working in Solidworks or comparable professional CAD application
- Engineering associate degree desired; Engineering bachelor's degree a plus
- Additional 3D CAD software certifications or other 3D training a plus
- Knowledge of 3D printing technologies a plus
- Demonstrated ability to contribute to process improvements in a developing business



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- Comfortable and interested in working in a growing small business with broad responsibility, autonomy, and outstanding learning opportunities
- Able to work a full-time day schedule and occasional additional hours as required

Salary and Benefits:

Salary is DOE. Benefits include paid holidays and vacation accrual after 90 days of employment, and an employer-sponsored Simple IRA.

Intermountain 3D Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or protected veteran status. All applicants must provide documentation proving that they are eligible to work in the United States and may be asked to submit to a drug test and reference and background checks.

To Apply:

Applicants who meet the minimum *Skills* and *Position Requirements* are encouraged to apply by sending a resume and cover letter to: lynn@intermountain3d.com.

Applications will be accepted until Wednesday, January 11, 2017 at 6p mountain time.

About Intermountain 3D Inc.

Intermountain 3D is a 3D design, reverse engineering and prototyping firm, and is an authorized equipment reseller for 3D Systems. We pride ourselves in solving complex engineering challenges to help customers go from concept to production. A dedication to fully serving our customers with high quality products while being on the leading edge of manufacturing technologies are the hallmarks of our business.



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