

Robotics Field Service Engineer

Company: TriOrb USA, Inc.

Location: Detroit, MI (Newlab at Michigan Central) – Hybrid / Field-based

Job Type: Full-time

About TriOrb

TriOrb is a high-growth, deep-tech robotics startup originating from Japan's National Institute of Advanced Industrial Science and Technology (AIST). We have engineered the world's first industrial-grade omnidirectional mobility platform, protected by 11 global patents. Backed by Toyota Gosei and leading venture capital, we are redefining factory automation by transforming fixed production lines into flexible, mobile systems. With the establishment of TriOrb USA in February 2026, we are scaling our North American operations to support major automotive OEMs and Tier 1 suppliers.

The Role

As a Robotics Field Service Engineer, you will be a founding member of our U.S. technical team. You will serve as the primary technical point of contact for TriOrb's deployments, transitioning our AMR (Autonomous Mobile Robot) platform from initial Proof of Concept (PoC) to full-scale commercial integration. This role is ideal for a hands-on engineer who thrives in startup environments and enjoys solving complex robotics challenges directly on the factory floor.

Key Responsibilities

- **Deployment & Implementation:** Lead the onsite technical setup, configuration, and integration of TriOrb's AMR platforms at customer manufacturing facilities.
- **Technical Advisory:** Provide expert guidance and training to customer operators and maintenance teams to ensure seamless technology adoption.
- **Troubleshooting & Maintenance:** Perform rapid diagnostic assessments and repairs to minimize downtime. Develop preventative and predictive maintenance protocols to ensure long-term system stability.

- **Project Management:** Act as a liaison between customer stakeholders and TriOrb leadership, ensuring project milestones are met and customer satisfaction remains high.
- **Reporting:** Document system performance, implementation logs, and technical issues. Provide actionable feedback to the R&D team in Japan for continuous product improvement.

Minimum Qualifications (Must-Have)

- **Experience:** 7+ years of hands-on experience in field engineering, robotics, or industrial automation.
- **Education:** Bachelor's degree or higher in Mechanical, Electrical, Robotics Engineering, or a related technical field.
- **Technical Skills:** Proven ability to troubleshoot complex electromechanical systems and monitor performance via remote diagnostic tools.
- **Leadership:** Demonstrated ability to lead small engineering teams and mentor junior staff in a fast-paced environment.
- **Communication:** Strong technical documentation skills and the ability to present complex information clearly.
- **Travel:** Ability to travel frequently (up to 50%+) to customer sites, with occasional domestic and international travel (Japan) for training.
- **Safety:** Unwavering commitment to industrial safety standards and compliance.

Preferred Qualifications (Nice-to-Have)

- **Industry Knowledge:** Deep understanding of automotive manufacturing processes and factory flow optimization.
- **Software Proficiency:** Experience with CAD, MS Office Suite, and specialized robotics software/ROS.
- **Cultural Competency:** Experience working with Japanese business culture or Japanese language proficiency.
- **Multilingual:** Proficiency in languages other than English is a plus.
- **Industry Presence:** Experience representing companies at major trade shows (e.g., Automate, FABTECH).

Compensation & Benefits

- Competitive salary commensurate with experience.
- Comprehensive benefits package including health, dental, and vision insurance.
- Paid Time Off (PTO) and company holidays.
- All business-related travel expenses covered/reimbursed.
- Opportunity for international training and team-building at our global headquarters in Japan.