



Service Engineer

Pay range: \$60-77k DOE

At Bluefors, we are proud to design and manufacture world-class cryogenic solutions that enable breakthrough discoveries. From our Syracuse, NY facility, home to the Cryomech product lines, we develop and build cryocoolers and cryogenic systems that power advances in quantum technology, scientific research, and other cutting-edge industries.

Founded in Finland in 2008, Bluefors quickly became the global leader in ultra-low temperature systems. With the addition of Cryomech, a Syracuse-based pioneer since 1963, our combined expertise allows us to deliver reliable, high-performance products that scientists, innovators, and industries depend on every day.

Our team of 600+ professionals from over 50 nationalities is united by curiosity, craftsmanship, and a shared mission: to help our customers go further. Whether building precision cryocoolers, engineering complete measurement systems, or supporting our products in the field, we focus on quality, collaboration, and progress.

Working at Bluefors means contributing to technology that has real impact worldwide. In Syracuse, our employees are at the heart of producing the cryogenic systems that enable tomorrow's discoveries-while building rewarding careers in engineering, manufacturing, quality, finance, sales, service, and beyond.

Position Summary

This position reports to the Technical Support Supervisor and is responsible for working directly with the external customers, internal service, sales, engineering and other departments.

Essential Duties and Responsibilities

- Fielding and troubleshooting customer service inquiries.
- Read blueprints, wiring diagrams, schematic drawings, or engineering instructions for assembling units, applying knowledge of engineering theory and components.
- Identify and resolve equipment malfunctions, working with customers or field representatives as necessary to procure replacement parts.
- Test units using standard test equipment and analyze results to evaluate performance and determine need for adjustment.
- Adjust or replace defective or improperly functioning circuitry or components, using hand tools.
- Assemble, test, or maintain circuitry or components, according to engineering instructions, technical manuals, or knowledge of engineering theory, using hand tools.
- Visit customer sites, as necessary, to repair or commission equipment.
- Other duties as assigned

Qualifications and Education Requirements

- Bachelor's degree from four-year college or university; or an associate degree with three years related experience and/or training; or equivalent combination of education and experience.

Employee Benefits

- Bluefors offers a generous benefits package including health, dental, vision, 401K, long and short-term disability, life, training, tuition reimbursement, and Paid Time Off (PTO).
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This role does not offer sponsorship for work authorization.

Bluefors is an Equal Opportunity Employer. All qualified applicants will receive consideration regardless of disability status, veteran status, or any other New York State or federally protected characteristic.