



Job Title: 3D Printing Services Specialist

Department: Production

Location: Brooklyn Navy Yard

Job Description:

gCreate is a high tech, Brooklyn, NY based 3D printing company that specializes in on-demand 3D printing services and manufacturing the high quality, large format gMax 3D Printer series. We are seeking a **3D Printing Services Specialist** to operate our 3D printer farm out of our headquarters located inside the Brooklyn Navy Yard, the new epicenter for innovation and urban manufacturing.

As a team member of a growing 3D printing company, you will get to be directly involved in many facets of the business and learn directly from the founders of the company and an agile startup team.

3D Printing Services Production Technician responsibilities include:

- Slicing 3D models in Cura or Simplify3D and preparing them for printing with appropriate settings.
- Starting print jobs on various 3D printers across the gCreate print farm and monitoring jobs throughout the printing process.
- Being involved in the end-to-end project process. Responsibilities include communicating with inbound leads, quoting projects, updating our internal project management system, communicating with customers regarding shipping logistics, and providing project updates.
- Simple post-processing such as support removal.
- Being responsible for the appearance, maintenance, and functionality of the gCreate 3D Printer Farm, by working with our production team to repair and maintain machines.
- Pack finished 3D prints and prepare them for shipping.
- Keep the print farm organized, clean, and running efficiently.

3D Printing Services Production Technician requirements:

- **3D Printing Experience** - You have solid, previous experience (4+ years preferred, no less than 2 years) of hands-on, actual experience using FDM 3D Printers. Extra points for experience using gMax Printers or other large format 3D printers.
- **3D Printing Slicing Software Experience** – Solid experience (4+ years preferred, no less than 2 years) with 3D Printing slicing softwares. Cura and/or Simplify3D is

required. You are comfortable with slicing models being printed in PLA and other materials, adding custom supports, and diagnosing issues in models.

- **3D Printer Maintenance** – Our large print farm runs daily and regular maintenance such as bed sanding and nozzle swapping is required to keep our machines in optimal condition. Overall maintenance requires keeping a close eye on the machines and being able to properly diagnose issues and communicate them clearly to our 3D printer manufacturing production technicians for servicing.
- **Customer Service Oriented** – This is a heavily customer facing role. This position requires interacting with clients and potential clients on a regular basis. Communications include email, phone calls, and occasionally in-person meetings. Patience, warmth, and a professional demeanor are required for this position.
- **Detail and Systems Oriented** – You take pride in the quality and appearance of your work down to the fine details and you can recognize and speak up when something is wrong. You value following systems and adhere to the procedures without cutting corners.
- **Resourcefulness** – You understand the nature of a lean startup and make it a priority to be detail oriented (see above) to avoid wastefulness. You maximize the utility of your resources.
- **Organization** – You perform in an efficient and structured manner and can think quick on your feet. You follow detailed instructions and provide useful feedback to your supervisor.
- **Drive** – You are a self-starter that does not require micromanagement. You understand the nature of small business and/or have worked for them before. You know how essential it is for every team member to be driven and goal-oriented.
- **Physical** - You have the ability to lift up to 50 pounds, stand on your feet for up to 8 hours per day, and work 40 hours a week.
- **Additional Requirements** – You are consistent with your attendance. You have current authorization to work in the United States on a full-time basis, we will not sponsor applications for work or student visas. College degree not required. High School Diploma or a GED is required.

We are looking for someone who is actively engaged in 3D printing, conducts themselves professionally, and is very excited about being an active voice and contributor to a lean startup in a next gen field.

This job pays a competitive hourly rate commensurate with experience, paid vacation and holidays, with growth opportunities for the right candidate.

Include the job title “3D Printing Services Specialist” and your name in the subject line and all email attachments must be less than 2mb in size.

**Please note that any applications not following these instructions will be ignored.

gCreate LLC is an equal opportunity employer. We consider all applicants for all positions without regard to race, creed, color, religion, gender, national origin, age, disability, sexual orientation, marital status, status with regard public assistance, veteran status, or membership in any other legally protected class.