CAREERS · CUSTOMER SUCCESS & SERVICE

Service Engineer — Industrial AI Systems

Install, commission and troubleshoot Knit-i on circular knitting machines at customer factories

2 positions | Coimbatore · Tiruppur · Erode — regional travel to customer factories | Full-time

The role

Work on the factory floor to install, commission and look after Knit-i on circular knitting machines — and keep it working reliably every shift. You fix problems at the root, not with temporary patches, and keep the customer and our team clearly updated.

What you will do

- Install, commission and validate systems at customer factories, following approved procedures.
- Troubleshoot hardware, camera, lighting, sensors, wiring, connectivity and basic configuration.
- Check systems during production and help factory users follow the correct operating routine.
- Respond to service requests, record symptoms and evidence, and escalate with useful findings.
- Spot repeat failures and send root-cause evidence to engineering.
- Keep installation checklists, service reports, spare-parts records and customer sign-offs.
- Train operators and maintenance staff on routine checks and first-level troubleshooting.

Who we are looking for

- Diploma or degree in Electronics, Electrical, Mechatronics, Instrumentation, Automation or similar.
- Hands-on field service, industrial automation, machine maintenance or technical support is preferred.
- Confident with a multimeter and basic diagnostic tools; comfortable with wiring, sensors, cameras, PCs and networks.
- Textile factory experience is a plus — especially knitting or weaving.
- Practical, patient and methodical: you document your work and verify the fix.
- Ready to travel to customer sites, follow factory safety rules and take urgent calls when needed.

Your first year

- First 30 days: learn the product, installation checklist, safety rules, common faults and service reporting.
- By 60 days: handle standard service tasks and submit complete reports; escalate recurring faults.
- By 90 days: run standard installations and troubleshooting independently, and raise the first-time-fix rate.

About CountAI. We build AI, computer vision and robotics for the factory floor. Knit-i inspects fabric live on circular knitting machines and stops the machine the moment a defect starts — trusted by 30+ factories in 7 countries, and winner of the Intel Edge AI Software Excellence Award 2026. Co-founded by an IIT Madras alumnus in Coimbatore.



Apply in about 10 minutes

Scan the code, or go to **counton.ai/careers/service-engineer**

Know someone who fits? Forward this to them.