



Bühler

Bühler is a specialist and technology partner for plant, equipment, and services for processing basic foods and for manufacturing advanced materials. The company is a global market leader in the supply of flour production plants, pasta and chocolate production lines, animal feed manufacturing installations, and aluminum die casting systems. Bühler Group operates in over 140 countries with the North American headquarters located in Plymouth, MN.

Apprenticeship Academy

The Bühler Apprenticeship Academy offers an apprenticeship for the next generation of Customer Service Engineers. The apprenticeship is a formalized 3-year dual training program that combines structured on-the-job training and related technical instruction. Our apprenticeship connects learning directly to the world of work. Apprentices are paid as full time employees of Bühler Inc. for the entire length of the program and receive benefits. This 3-year program is divided into modules with classes at Dunwoody College of Technology, Minneapolis, and the Bühler Apprenticeship Workshop in Plymouth, MN. All training classes, tools, books, computer and uniforms are paid for by Bühler (contingent upon successful completion and employment commitment). Upon completion of the program the apprentices receive their journeyworker card from the Minnesota Department of Labor and Industry.

Customer Service Engineer Profile

Customer Service Engineers are primarily responsible for the repair, installation, inspection and modification of machinery at customer sites.

Responsibilities

- Repair, install, troubleshoot, inspect and modify Bühler and other manufacturers' equipment both at customer sites and at Bühler locations
- Assess customer's maintenance and spare part needs
- Understand and follow Bühler procedures in order to timely and accurately follow through on customer needs
- Provide customer training
- Assist customers with process improvements
- Provide input for improvements in equipment and processes
- Promote Bühler Customer Service and help customers plan future service

Answers to the Top 6 Questions for Future ICATT Apprentices

Is an ICATT Apprenticeship as valuable as a degree from a four-year college?

Four-year college is not the only path to a stable career with upward mobility. ICATT Apprentices earn a debt-free associate degree and gain skills for an in-demand field. On average, apprentices who complete apprenticeship programs earn \$300,000 more over a career than their peers who don't. Most ICATT Network Companies even offer a job guarantee upon completing the ICATT Apprenticeship Program.

How does the program work?

With the ICATT Apprenticeship Program, you earn while you learn. While earning a salary and working toward industry-specific certifications and an associate degree, you will receive intensive year-round block-style training, where you will alternate time between school and the company with more time at the company as training progresses.

What programs are available in the ICATT Apprenticeship Program?

The ICATT Apprenticeship Program offers training with a high-tech manufacturer or company with complex technologies or logistics. The training programs are selected for their high demand, and offer great career opportunities.

Are ICATT Apprentices locked into an hourly wage and position?

As your skills increase, so do your wages. Average starting salary upon program completion is \$50,000.

Is there support provided to ensure ICATT Apprentices complete the program?

The ICATT team is here to support you and we're invested in your success. 85% of ICATT Apprentices complete the program successfully.

What are the requirements?

Specific requirements can vary by company, but most require that applicants have a high school diploma or GED as well as eligibility to work in the United States. Community College placement test scores must also fall within an acceptable range. The ICATT team is available to answer questions and assist you!

