

# Printer Service Technician

## Reporting Relationship

Direct to IT Manager



## Position Summary

Responsible for performing various service related duties which include, but are not limited to, the set up and installation of MFP's, printers, wide format, touch screen panels and scanner devices while maintaining, troubleshooting, and repairing these devices. Equipment must be maintained according to safety, predictive and preventative maintenance guidelines. Utilize various software programs to remotely troubleshoot/support the equipment and processes and assist other departments in routine/special assignments to meet or exceed the company's goals and objectives.

## Additional Essential Functions

The essential functions include, but are not limited to the following:

- ↳ Installation of various devices and drivers on the network.
- ↳ Basic understanding of network topology and operating systems.
- ↳ Good computer skills; able to learn new software.
- ↳ EAutomate experience a plus.
- ↳ Fully capable to service various "break fix" type calls.
- ↳ Attend training courses to increase service knowledge base and certification levels.
- ↳ Diagnose problems, replace or repair parts, test and calibrate.
- ↳ Perform regular preventative maintenance, firmware updates, and courtesy calls at a customer's location.
- ↳ Provide emergency/unscheduled repairs of equipment as well as scheduled maintenance repairs.
- ↳ Read and interpret equipment manuals and work orders to perform required maintenance and service.
- ↳ Comply with safety regulations and maintain clean and orderly work areas.

## Supervisory Responsibilities

- ↳ This job has no supervisory responsibilities.

## Minimum Qualifications (Education, Experience, Skills)

- ↳ Minimum of 2 years as a field technician.
- ↳ Requires a high school diploma/GED and completion of a craft apprenticeship, or an equivalent number of years of education and production maintenance experience;
- ↳ An AA degree in mechanical, electrical, or industrial maintenance or a military equivalent a plus, but not required.
- ↳ Must be highly motivated and able to work independently.

## Physical Demands and Work Environment

The description of the physical demands and the work environment characteristics here represent those that must be met by an employee to successfully perform and those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds and occasionally lift and/or move heavier weight necessary at times. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and explosives. The noise level in the work environment is usually moderate. However, on some instances this job may require work in areas where ear protection is necessary.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.