



Job Description Imaging Integration Specialist

Hired Date:

Date: 2/1/2018		Status: OPEN
Department: Service		Reports To: Senior Service Manager-Imaging Integration

JOB SUMMARY:

The Imaging Integration Specialist is responsible for the effectively maintaining the Sharp and other products assigned to them. They are capable of performing network installations and handles a majority of networking problems independently. They are able to install and assist with troubleshooting calls with the data collection agent. They can handle all complex customer issues and are integral with maintaining the profitability of the service department while promoting and maintaining a high level of customer satisfaction with our service and product line.

ESSENTIAL RESPONSIBILITIES:

- Services and maintains a full territory of Sharp MFP's and other equipment to include printers and faxes commensurate with experience and training.
- Resolves at least 85% of service calls without assistance upon completion of training and territory assignment.
- Understand and properly performs all mechanical and electronic adjustments on equipment as outlined in the Technical Service Manual and Field Engineering Bulletins.
- Ability to read and interpret schematics and complete all electrical troubleshooting as outline in the Technical Service Manual and Field Engineering Bulletins to include our complete digital line of products.
- Resolves all normal customer relations' situations and communicates unusual customer situations to a higher level.
- Maintains parts inventory and achieves acceptable levels of inventory control and usages.
- Completes all required administrative functions in an accurate and timely manner.
- Cooperates with fellow workers and management to achieve service and company goals.
- Keeps service management informed of machines performing below standards and report all actions taken towards resolution.
- Performs other duties as prescribed by the service management.

ADDITIONAL RESPONSIBILITIES:

- Must be detailed and have initiative.
- Must dress professionally with an SOS shirt, dress pants, and dress shoes.
- Must be neat and good with paperwork.
- Follows through on challenging problems and work to resolve them quickly and effectively.
- Must continuously work on becoming familiar with all Company Products and make the effort to learn at every opportunity.
- Maintain online certifications through Sharp-IDNCservice.

QUALIFICATIONS:

Education: High School Diploma or equivalent mandatory

Experience: 5+ years MFP technical and networking experience.

Typing Skills: Must have the ability to accurately input data into an electronic collection device.

Other Skills: Must have exceptional people skills when working with clients, vendors, and teammates.

This job description does not constitute an employment agreement between the employee and employer and is subject to change by the employer as the needs of the employer and requirements of the job change.