

Stop wishing for a better job, start your career with Centric!

Are you looking for a career that makes a difference in people's lives, an award-winning culture and leadership opportunities? Come be a part of an ambitious team and make an impact at Centric!

FIELD SERVICE TECHNICIAN

Position Profile:

Services and repairs a variety of office equipment at customer locations usually within a specific geographic area. As a certified technical professional, is capable of handling full workload.

Job Duties and Responsibilities

- Achieves expected productivity levels associated with assigned workload and level of experience
- Manages territory, inventory and customer relationships
- Demonstrates excellent technical and customer relation skills

Demonstrates Technical Expertise

- Performs a full range of servicing and repair service procedures including diagnostics, installation, removal and retrofits on assigned equipment
- Performs basic connected installations, sets up IP addresses, downloads printer drivers and provides customer training on printing functions
- Performs troubleshooting and repairs or replaces equipment components as necessary.
- Demonstrates required digital competencies associated with assigned products and level assignment.
- Completes technical training on new equipment as assigned.

Manages Territory

- Effectively executes all required territory management and call handling procedures.
- Works closely with sales partners to maximize equipment leads and upgrade opportunities.
- Maintains and manages own parts inventory with a high degree of accuracy.
- Adheres to territory back-up plans.
- Completes all required administrative tasks in an accurate and timely manner.
- Complies with all company policies.

Customer Service

- Interacts with external customers for the purpose of determining service needs on equipment and ensuring overall high level of customer satisfaction with the service performed.
- Provides technical assistance to less experienced technicians.
- Exhibits professional appearance and demeanor at all times.
- Maintains productive, professional relationship with all Centric personnel.
- Is a positive and contributing team member.
- Responsible for maintaining a "car stock" inventory.
- Performs other duties as assigned.

Qualifications (Education, Experience and Certifications)

- Requires journeyman level technical knowledge typically gained through completion of technical school and 2+ years of related experience.
- Requires a valid state driver's license and minimum level of auto insurance coverage per Centric policy for positions entailing extensive use of personal car while on company business.
- Requires documented mastery of required Digital Imaging Senior Technician skill set.