

# Job Description

**Job Title:** Copier Printer Service Technician

**Job Summary:** Responsible for maintaining, supporting, and troubleshooting Sharp copiers and multi-function machines as part of a team that includes some of the best technicians in the industry.

**Education / Training:** High school or equivalent. 2 or more years of vocational / technical training in electronics or related field. 2 or more years of field experience and factory training on appropriate equipment is preferred. A candidate without field experience or factory training will also be considered. SBM will train the appropriate candidate.

**Skills / Abilities:** Strong drive to accomplish sometimes difficult and stressful tasks. Able to work without direct supervision. Strong problem solving skills with emphasis on achievement of team objectives. Ability to use hand tools and power tools. Knowledge of use, and interpretation of readings from, test equipment including meters and other specialized testers. Ability to learn new processes and technologies in a time pressured environment. Strong organizational skills. Ability to effectively operate a computer terminal and a personal computer and the associated software applications. Ability to read and interpret schematic diagrams and associated documentation including timing charts and parts lists. Able to navigate around the service area using maps, etc. in order to provide on-site service to customers.

**Physical Requirements:** Must be able to work with delicate components without damage. Able to carry a tool kit of approximately 25 pounds. Able to drive a car or van. Able to climb steps. Able to stand for long periods of time. Able to sit for long periods of time. Able to bend and move about in order to gain access to confined or awkward areas of equipment. Able to manipulate hand tools. Able to move, or assist in moving, large equipment in the course of installation and servicing.

**Mental:** Able to maintain professional demeanor in all interactions with others, even under extreme stress or conflict. Ability to interact with others on various levels of ability regarding complex tasks and procedures. Ability to resolve difficult situations with speed and efficiency. Ability to ensure correctness of details and adherence to procedures. Strong sense of commitment to completion of assigned tasks. Ability to cope with intolerant or abusive individuals. Ability to maintain focus on the big picture and not be swayed by short sighted or incomplete solutions. Able to accept criticism in a positive manner.

**Other Requirements:** Limited ability to work Saturdays and/or evenings only as required to accomplish company objectives. Availability for telephone or on-site support evenings or off hours only as required to fulfil corporate obligations. Availability on an as needed basis for product training programs provided away from home office.

**Accountability:** Must help support field population and monitor product performance in relation to customer and corporate goals and expectations. Must maintain effective dialog with service manager and sales department in order to support sales objectives. Must be able to effectively interact with corporate representatives in order to maintain orderly and efficient operations. Must be willing to learn new product skills relating to effective support of current and future equipment population.

**Direction:** Works with direct supervision by Service Manager. Is accountable to Service Manager. Is indirectly accountable to General Manager, Vice President, and President according to company organizational chart.

**Supervision:** Is not responsible for supervision of any staff.