Technology Service Support Associate

POSITION PROFILE

Provides Services and repairs a variety of company products and systems at customer locations. A Technology Service Support Associate is capable of handling a full workload in a standalone and or networked environment.

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.**
- **Owns Site Survey Process once sales provides POC and solution sold**
- Actively drives revenue generating opportunities through supply leads, contract sales, network support contract leads, equipment and print assessment leads.

Demonstrates technical expertise

- **Performs basic range of network servicing and repair procedures including diagnostics, installation, removal and retrofits as assigned by Service Manager/Dispatch**
- **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 on B&W, color and multifunctional devices.
- 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 company personnel.
- Is positive and contributing team member.
- Responsible for maintaining a "car stock" inventory.
- Performs other duties as assigned.

Typically

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 company policy, as position entails extensive use of personal car while on company business.