

Service Technician

Reporting Relationship

Direct to Service Manager



Position Summary

Responsible for performing a variety of duties associated with the unboxing, set up and installation on MFP's and printer hardware to the troubleshooting, maintaining and repairing of printers on an unscheduled to scheduled basis. MFP and primarily HP printer fleets must be maintained according to safety, predictive and productive maintenance systems and processes to support the achievement of the client's business goals and objectives.

Essential Functions

- ↳ Professionally presented.
- ↳ A people person with the ability to communicate on multiple levels.
- ↳ Organized and responsible.
- ↳ Flexible, calm and able to manage the occasional critical moment.
- ↳ Required to have two years field or onsite repair, installation, and maintenance of printers, copiers, multi-function devices, computers, and networks with manufactures training certifications.

You will be required to:

- ↳ Have an understanding, of multiple manufacturers, scanners, copiers / printers, computers, document management software and office equipment.
- ↳ Diagnose, troubleshoot, and repair all electrical-mechanical devices.
- ↳ Install and configure software, drivers, and programs on computers.
- ↳ Be available to work between the hours of: 8:00am to 5:00 pm Monday through Friday.
- ↳ Maintain current level certification by taking online and classroom training courses.

Required Skills:

- ↳ Good computer skills (MS Word, Excel, Outlook, Adobe Pro, Adobe Acrobat)
- ↳ A strong desire to deliver a quality service.
- ↳ A commitment to your development and success.
- ↳ Attention to detail.
- ↳ Excellent organizational skills.
- ↳ Understanding of analog and digital technology.
- ↳ The ability to diagnose, troubleshoot, repair all electrical-mechanical devices.
- ↳ Installation and configuration of software, drivers, and programs on computers.

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 a plus;

↳ 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 frequently 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.