

We are seeking a technology-oriented Service Technician to become an integral part of our expanding team! This position is best suited for a positive and self-directed individual who will become the latest member in a fun and established local company. We are looking to train hard-working candidates through our Master Technician Training Program. The position will be primarily responsible for setting up, installing, and troubleshooting new and refurbishing copier equipment in our own lab, as well as possibly on site at client facilities.

A background in IT, electronics, and good mechanical skills would be a plus. We need candidates that have a very strong work ethic and are willing to be submitted to a rigorous training program by the best service team in the business. We are looking to invest in your future as part of our family.

The initial responsibilities will be training on our new and used equipment. Once the training is complete you will work in our IT division to learn effective troubleshooting and remediation skills. This is both an excellent starting point for a new career in the office equipment repair field, or a continuation of an existing knowledgebase that you currently possess.

Responsibilities:

Meet all required performance standards.

Communicate with technicians, and management.

Provide the installation, phone and on-site support of various pieces of equipment, mostly specific to document management solutions, but bridges into other areas of technology as well.

Responsible for continued development of skills through formal training, self-study and on the job training.

Responsible for company cell phone and other assigned items.

Responsible for maintaining time management to ensure set deadlines are met.

Qualifications:

Strong problem solving and critical thinking skills

Apprentice to Proficient level computer skills and typing ability

Troubleshooting experience toward resolution of a problem

Basic mechanical aptitude and demonstrated skills strongly preferred

Previous experience using ticket systems is a plus, but not a requirement

Excellent note taking skills

Ability to prioritize and perform a variety of concurrent tasks with minimal direction

Excellent customer service and communication skills

Ability to maintain and submit all paperwork in a timely manner

Ability to work well in teams

Clean criminal and driving records, and the ability to pass drug test are a must