



POSITION DESCRIPTION

TITLE: Field Service Technician

DEPARTMENT: Service

REPORTS TO: Field Service Manager

JOB SUMMARY

- Responsible for the repair and maintenance of equipment purchased by customers.
- Work independently in field driven capacity to ensure the highest level of customer satisfaction.

JOB QUALIFICATIONS

Education: Associates Degree in Electronics or equivalent military or trade school

Experience: Minimum 1 year office equipment service experience

Skills: Thorough knowledge of basic electronics; strong mechanical aptitude

JOB DUTIES

The following job responsibilities are intended to reflect the major responsibilities of the job, but do not describe the minor duties or other responsibilities that may be assigned from time to time. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. Incumbent will be required to satisfactorily perform all essential functions of the job, with *reasonable* accommodation considerations for those individuals covered under the Americans With Disabilities Act (A.D.A.)

RESPONSIBILITIES

Customer Service

- Respond to dispatched emergency service calls, reporting to the customer site within 4 working hours or less as dictated by customer contract.
- Properly schedule calls to appropriately manage response time.
- Reinforce operator training issues with customer as appropriate.
- Utilize customer relations skills to maintain a highly professional image of our Field Service Representatives.
- Contact client within 1 hour of receiving service request.

Troubleshooting

- Repair equipment problems to completion by making the required adjustments or replacing defective parts as necessary.
- Utilize resources provided to effectively troubleshoot equipment.
- Follow NAOS service call escalation procedure

Preventive Maintenance

- Perform scheduled preventive maintenance routines, adhering to factory specification on all customer equipment.
- Perform Total Call Procedure to each equipment being serviced

Administration - all administrative requirements are to be submitted accurately and timely to include:

- Dispatch and close service calls using Remote Tech Application
- Thoroughly complete and submit Quality Assurance Form after each completed service call
- Maintain accurate Car Stock Inventory
- Maintain effective control and care of all company property (i.e. tools, stocked parts inventory, laptop etc.)

ESSENTIAL PHYSICAL-MENTAL FUNCTIONS AND ENVIRONMENTAL CONDITIONS

- Able to properly lift and/or move 50 pounds or less frequently, The highest point of any lift - overhead; the lowest point of any lift - the floor.
- Able to push/pull objects with moderate effort frequently. Maximum effort occasionally.
- Able to sit and/or stand 2 hours continuously, up to 8 hours per day. Able to remain on feet for 2 hours continuously.
- Must be able to manipulate small objects with close eye-hand and arm-hand coordination for entire shift.
- Able to perform motor skills such as grasping, finger manipulation, pinching, bending, reaching out, twisting, turning, reaching up, wrist turning/torquing for 2 hours continuously.
- Able to effectively communicate with customer base, both orally and in writing.
- Able to see objects closely, discriminate colors, perceive depth continuously.
- Able to understand, relate to, and apply concepts on a continuous basis.
- Able to remember multiple tasks / assignments given to self and others over long periods of time continuously.
- Able to drive vehicle from site to site in order to provide technical support for our customers. Valid driver's license, automobile insurance and own transportation required.