



Job Description

Job Title: Experienced Service Technician
Department: Service
Reports to: Branch Service Manager or Regional Branch Manager
FLSA Status: Non-Exempt: 8:00am – 5:00pm, Monday – Friday

Summary:

Maintains a territory comprised of Greenville, Elizabeth City, Rocky Mount and New Bern areas and has thorough knowledge of products and provides various operational support.

Essential Duties and Responsibilities:

- Service Ricoh, Konica Minolta and HP Digital copiers, fax machines and printers
- Manage a full field of assigned territory.
- Demonstrate the ability to connect and print from laptop computer.
- Maintain good customer relations through visits or telephone communications.
- Ensures the timely and accurate preparation of reports.
- Performs periodic inspections of vehicle parts stock and tool bag.
- Provides assistance to management as required.
- Keeps informed of new products and other technical developments.
- Coordinates service activities with dispatch, field personnel, management, sales personnel and customers.
- Network service calls and new installs
- Must be able to communicate professionally with customers and employees.
- Physical Requirements
- Must be able to carry at least 30 to 60 lbs.
- Job will require bending, squatting, kneeling, pushing/pulling and moving/lifting various equipment.
- Driving company vehicle to customer locations

Qualifications:

Requires two-year Associates degree in Electronics or two to four years experience in related electronic field. Must pass basic electronic skills test.