**Service Technician**

Reports to: Service Manager

Summary:

Responsible for the maintenance of printing and multifunction equipment, both at customer’s site or at ads-s office location. Troubleshoot customer’s equipment problem via email, phone or onsite. Work independently to ensure the highest level of customer service and satisfaction.

Duties/Tasks:

* Respond to all service calls as assigned.
* Troubleshoot equipment repair problems and replace/repair as needed.
* Complete work order form for each service call with detailed records of equipment/parts used to allow for proper tracking and billing.
* Maintain effective control and care of company property (Vehicle, tools, parts, PC, and cell phone).
* Identify needs of customers when on site.
* Perform quarterly reads on client’s assets who are part of a Managed Print Solution agreement.
* Assist with building maintenance, which may include garbage detail and wrapping skids.
* Maintain and track a service part inventory.
* Submit and process Brother and HP warranty claims.
* Track all cores for return and credit.
* Insure that the service vehicle has it’s routine maintenance preformed in a timely manner and is washed.
* Complete certifications on equipment as requested by Management.
* Participate in company functions and events to establish a strong teamwork environment.
* Keep work environment clean and neat; put away all tools, supplies, equipment when in house repairs are performed.

Qualifications/Skills:

Mechanical Ability with a High Level of Dexterity and Electrical Experience.

Valid Driving License

Effective Communicator, both Verbally and in Writing.

Ability to Problem Solve

Able to Prioritize Work Day to Ensure Maximum Time Efficiency at Clients

Functional Knowledge of Windows PC’s and Microsoft Office

Disclaimer:  
This job description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary.