



# Job Description

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**Job Title:** Copier Service Technician

**Department:** Service

**Reports to:** Branch Service Manager and/or Regional Branch Manager

**FLSA Status:** Non-Exempt: 8:00am – 5:00pm, Monday – Friday (40 hours per week)

## **Summary:**

Maintain a territory, set up and install new equipment, perform equipment maintenance, resolve technical issues and provide customers with training and support.

## **Essential Duties and Responsibilities:**

- Provide quality maintenance and repair of Ricoh, Konica Minolta and HP Digital copiers, fax machines and printers
- Set up and install printers, copiers, scanners and copier software
- Provide routine service maintenance on printers, copiers, scanners and fax machines
- Troubleshoot, resolve, diagnose and repair equipment
- Service a full field of assigned territory
- Demonstrate the ability to connect and print from laptop computer
- Perform duties with professionalism, respect customers' environment while providing excellent quality of work and maintain customer satisfaction
- Ensure the timely and accurate preparation of reports.
- Properly maintain inventory, parts, tool bag and support equipment
- Keep informed of latest technologies, new products and other technical developments
- Coordinate service activities with dispatch, field personnel, management, sales personnel and customers.
- Provides assistance to management as required.

## **Physical Requirements**

- Must be able to carry at least 30 to 50 lbs.
- Job will require bending, squatting, kneeling, pushing/pulling and moving/lifting various equipment
- Driving company vehicle to customer locations

## **Qualifications:**

- High School diploma or GED
- Experience with service and maintenance of copiers, printers and fax machines
- Valid driver's license and clean driving record



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- Time management skills and ability to work independently while producing an exceptional quality of work
- Customer relations skills
- Analytical thinking, troubleshooting and problem solving skills