



# Job Description

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<b><u>Job Title:</u></b>	Command Center Technician
<b><u>Department:</u></b>	Command Center
<b><u>Reports to:</u></b>	Command Center Manager
<b><u>FLSA Status:</u></b>	Non-Exempt (Part-Time) Monday – Friday (hours as assigned by management)

## **Summary:**

Provide technical phone support to Customers, Service Technicians, and Sales Representatives.

## **Essential Duties and Responsibilities:**

- Answer calls coming into the Command Center Queue; assisting customers/service technicians with their technical needs and/or reason for calling in a polite, timely, courtesy manner.
- Trouble shoot the service call before contacting the customer
- Contact customer and resolve issue over the phone
- If the issue is not resolved with the customer by phone, Command center technician will triage the call for parts and/or service bulletins and firmware level that the onsite technician will need before going to customer location.
- Provide assistance to the customer using remote connection software (i.e. GoToMeeting and/or GoToAssist)
- Provides network support, troubleshooting and repairs remotely
- Keeps informed of new products and other technical developments
- Quote labor rates based off customer locations
- Other duties as assigned and/or needed by Supervisor/Manager

## **Qualifications:**

High school diploma or GED; Customer Service experience (minimum one year); Field Service experience with Konica Minolta, Ricoh and HP products (minimum 2 years), proper telephone etiquette; multi-task oriented. Working knowledge of E-Automate/Remote Tech, Microsoft Word, Excel, and Outlook. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.