



Job Description

Job Title: Production Technician

Department: Service

Reports to: Branch Service Manager

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

Summary:

Maintains a territory and has thorough knowledge of products and provides various operational support.

Essential Duties and Responsibilities:

- Service Ricoh, Konica Minolta production and some midrange copiers in customer's office.
- Must be able to train customer on the operation of the equipment including all options.
- Manage a full field of assigned territory.
- Must be able to connect, print, scan and update firmware 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.
- Must stay informed of all updates, such as bulletins and firmware along with other technical developments for all production models.
- Coordinates service installs/setups with delivery personnel, management, sales personnel and customer support.
- Must be able to communicate professionally with customers to understand their printing and copying needs and how to achieve these goals for the customer.
- Minimum of 5 year experience servicing production equipment.

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:

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



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