

JOB DESCRIPTION
GFI DIGITAL, INC.

TITLE: Service Technician

DEPARTMENT: Service

REPORTS TO: Field Service Manager or Branch Service Manager

POSITION SUMMARY:

The Service Technician is responsible for the installation, service, and repair of a variety of office equipment. This is an entry level position which requires classroom and on-the-job training. This position also requires a positive and contributing team member.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Technical Expertise

- Performs full range of service and repair of office equipment that includes both installation and customer training
- Troubleshoots and repairs or replaces equipment components as necessary
- Maintains and manages own inventory
- Meets or exceeds appropriate productivity standards relative to assigned products as outlined by manager
- Responsible for the maintenance and protection of company property
- Completes all required administrative tasks (paperwork) in an accurate and timely manner
- Performs other duties as assigned

Classroom Training

- Must complete all assigned computer based online training
- Under close supervision of manager, follow company training programs, policies, and guidelines
- Demonstrate appropriate technical skills for the repair and service of designated equipment, including installation and customer training
- Attend scheduled training to acquire or increase working knowledge of electromechanical devices, application of service aids, and basic diagnostic techniques

On-the-Job Training

- Receive direction and perform assignments relative to the service and repair of office equipment at customer locations and/or shop facility
- Install all equipment modifications and accessories on assigned equipment

Customer Service

- Ensure the highest level of customer satisfaction with both our products and services
- Understand and utilize problem escalation procedures
- Maintain productive and professional relationships with all GFI employees, customers, and vendors

KNOWLEDGE, SKILLS, AND ABILITIES:

1. *Knowledge:* This position is an entry level position that requires basic technical knowledge (mechanics, electrical circuitry, electronics, and basic computer literacy).
2. *Skills:* Must possess excellent communication skills, interpersonal skills, and customer service skills, including the ability to follow up to ensure closure of issues.
3. *Abilities:* Ability to methodically approach problems in order to resolve the problem. Candidate must have the ability to resolve customer issues while maintaining the highest levels of customer satisfaction. Must possess the ability to read and comprehend written technical information in the form of technical manuals, parts books, and relevant publications.

APPROVALS:

President: _____ Date: _____

Department Manager: _____ Date: _____

Human Resources Manager: _____ Date: _____

EMPLOYEE REVIEW:

I have read the above and understand that the job description is intended to describe the general content and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities, or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties will be required from time to time in order to meet the needs of GFI Digital, Inc.

Employee Signature: _____ Date: _____