

Job Description

MOS Office Systems seeks an experienced Copier Technician for the Service department who will provide exceptional Customer service practices and complete assignments to repair and maintain office machines accurately and swiftly. Must be computer savvy and skilled at research with hands on experience pertaining to copiers, fax machines, printers, & scanners. Hourly rate will be based on experience.

These Duties include, but are not limited to:

Responsibilities:

- Troubleshoot and diagnose digital copier/printer/scanner/fax/software and hardware issues.
- Provide excellent customer service, including clear and concise information regarding work status.
- Evaluate equipment issues and resolve them.
- Respond to customer requests and assist end user in basic functionality
- Record meter reads, maintain service activity reports, monitor supplies.
- Utilize websites, technical manual, handbooks, and technical publications to keep current with new equipment and enhancements to older machines.

Skills/Qualifications:

- 2+ years of related, hands on, repair experience
- Knowledge of different digital copies: both color and black/white, including (but not limited to): Sharp, Canon, Kyocera, HP, Brother.
- High School Diploma; College degree is preferred, but not required.
- High level of Professionalism; ability to work well with others including onsite IT staff, & maintain a positive and professional appearance at all times.
- Strong interpersonal skills, able to communicate effectively with customers.
- Must be able to travel throughout assigned work area.
- Must have a valid driver's license with good driving record.
- Workable knowledge of computers.
- Knowledge of internet and network troubleshooting.
- Must be able to carry an array of various tools and service parts as needed for each job.
- Must be able to lift 75lbs.\

Benefits Include:

- Paid Holidays
- 401 K plan options
- Medical Benefits
- No Evenings or Weekends
- Schedule is Monday-Friday 8am-4:30pm
- Paid vacation after 1 year of working for the company
- Company Van to use for running service calls, or mileage reimbursement if personal

vehicle is needed.

- Wonderful and friendly work environment

Job Type: Full-time

Pay: \$24,000.00 - \$36,000.00 per year