

Job Title: Field Service Technician
Department: Service
Supervisor: Services Manager



JOB SUMMARY

Technical Representative will be responsible for the care and maintenance of field installed business equipment and will be required to maintain high standards of productivity, quality, customer service, cooperation, attendance and professionalism.

JOB QUALIFICATIONS

- Education: High School Diploma
- Skills / Requirements:
 - Must have clean driving record - REQUIRED
 - Copier technician training - IDEAL
 - Good organization skills - REQUIRED
 - Good verbal communication skills - REQUIRED
 - Must be coachable - REQUIRED
 - Must have a high level of critical thinking skills - REQUIRED
 - Mechanical inclination - REQUIRED
 - Computer / IT experience - IDEAL

JOB RESPONSIBILITIES

The following job responsibilities are intended to reflect the major responsibilities of the job, but do not describe the minor duties or other responsibilities that may be assigned from time to time.

- Accurately diagnose, repair and maintain equipment and accessories in optimum operating condition within manufacturers published electrical, mechanical, and copy quality specifications.
- Maintain customer satisfaction through on-going needs analysis and equipment performance feedback.
- Participate in weekly meetings and communicate equipment problems and solutions to fellow technicians.

- Promote departmental revenue contribution through equipment upgrades and the sale of maintenance agreements and power protection devices.
- Assist fellow technicians when required to maintain optimum response time and customer satisfaction
- Complete required paperwork (or Remote Tech work) neatly, accurately and on time.
- Project a positive image through proper attire, communication skills and personal grooming.
- Follow the "Total Call Process" on every service call.
- Keep vehicle clean and maintained.

Company Benefits

- Competitive Pay
- Monthly Commission Opportunities
- Health Insurance
- Company Matching 401K
- Personal PTO
- Company Vehicle
- Ongoing Training
- Advancement Opportunities

Summary

At MOS we pride ourselves on offering the best service in our industry while maintaining the highest level of business ethics. In addition we view our employees as family and care deeply about our company culture. We provide our employees with the tools and training they need to not only do their jobs, but also grow their skills. We are looking for motivated individuals to help us grow our business and continue our more than 50 year tradition of providing industry leading products and services to our customers.

