

## **Copier Service Technician**

Ohio Business Machines is a leading vendor of smart office solutions. We've excelled at office print and document management and have expanding our offerings to adapt to an evolving workforce including Managed Network Services, Voice Over IP Phone Systems, Cybersecurity, and other premium services. At OBM we are committed to providing customers excellent products and services all while supporting them with our revolutionary 7 Year Security Blanket Guarantees. As an OBM Copier Service Technician, you will build your career as an integral part of a strong, local company while serving business cliental by installing and servicing systems and products for a diverse client base of commercial and/or private customers based on assigned geographical territory.

**Position:** Copier Service Technician

**Department:** Service

**Work Time:** Full-Time

**Location:** Cleveland, Columbus, and Toledo, Ohio

**Compensation:** \$35,000 - \$55,000 Salary an additional competitive monthly car allowance, and \$1,000 bonus after completion of certifications

**Benefits:** Customizable benefits packages including Medical, Dental, Vision, 401k, paid vacation, and holidays.

### **Duties:**

- Install and program Sharp, Ricoh, Kyocera, Canon, and other office technology equipment as needed.
- Maintenance of systems and products by responding to service, emergency, and preventative maintenance calls in a timely manner.
- Efficiently complete repairs and acceptance tests of equipment while adhering to regulations, codes, specifications, and rules specific to products.
- Actively troubleshoot, diagnose problems and develop solutions to maintain product up-time.
- Maintain accurate records in service software regarding call close information.
- Provide feedback with parts needed, upgrades and or repairs, follow up dates, or other information as dictated by service needed.
- Ability to provide customer training when needed during service calls.
- Have superior communication and customer service skills.
- Continual education on equipment and industry practices by completing re-certifications and participating in educational/training opportunities.

### **Skills / Qualifications**

- 2+ years of mid- to high-level technical knowledge gained through completion of manufacture training and/or on the job training.
- Ability to manage a territory, inventory, time, and customer relationships.
- Professional customer service and strong communication skills in client facing role.
- Able to present technical information to customers.
- Active problem solving.
- Basic IT knowledge, system administration, technical understanding, operating systems – certifications a plus!
- Capable of working independently with minimal supervision.
- Valid Driver's License.