

JOB DESCRIPTION

TITLE: FIELD SERVICE ELECTRONICS TECHNICIAN

REPORTS TO: DIRECTOR OF CUSTOMER EXPERIENCE

PRIMARY FUNCTION:

This position is responsible for identifying factors which may affect the performance of the products and to work with Service/Engineering to determine the best short-term and long-term resolutions. This will require prolonged stays and extensive travel to customer locations. This position will back up technical support as necessary, train technicians, and complete repairs or refurbish TVs and boards.

- 75 % of time The technician will spend the majority of the workday onsite at various locations troubleshooting, helping with installations, training, and in some cases researching. These visits will be documented on a monthly basis for quality and forecasting purposes. The technician will work with PDi to schedule travel as efficiently as possible.
- 25% of time Required to back up Call Center phone lines or answer overflow calls as necessary. They may also be asked to help prepare quotes for services that may be performed by them and repair or refurbish products.
- 10% of time Responsible for work on projects for continuous improvement of the Service/Technical Support areas including but not limited to process improvements.

KNOWLEDGE AND EXPERIENCE

- Associates degree in electronics and a minimum of 5-7 years experience with a related field.
- Ability to use electrical measurement tools, i.e., voltmeter, signal strength meter.
- Competency in all MS Office functionality and some PC networking.
- Mechanical ability, competency with power tools, measuring and level devices.
- Excellent communication skills to all levels of technical expertise and administration.
- Able to meet deadlines
- Able to withstand moderate amounts of stress

RESPONSIBILITIES INCLUDE

- Direct customer contact to identify and duplicate failure modes
- Troubleshooting systems and installations at remote locations
- Recording and tracking work completed per current guidelines
- Reporting any quality issues or unusual failures as well as circumstantial data
- Continuous improvement to process involved in Service
- Backup to call center when needed
- Travel 30% up to 75%
- Other duties as assigned/required

MANAGEMENT RESPONSIBILITIES: N/A