

## **JOB DESCRIPTION**

**TITLE:** FIELD SERVICE ELECTRONICS TECHNICIAN

**REPORTS TO:** DIRECTOR OF PROSERVICES

### **PRIMARY FUNCTION:**

This tech is responsible to help quote, install, troubleshoot and set up hardware including but not limited to digital signage, IPTV head end systems, DISH and DirecTV and Blonder tongue systems. This will require prolonged stays and extensive travel to customer locations. This person will also remotely support these solutions as well as PDi's products.

- 65 % of time     The technician will spend the majority of the workday onsite at various locations installing, training, and in some cases researching. These visits will be documented monthly for quality and forecasting purposes. The technician will work with PDi to schedule travel as efficiently as possible.
- 25% of time     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**

- Minimum 3 years' experience with copper cable and fiber installation
- Certified in copper cabling installation and testing
- 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
- Quoting experience
- Willingness to learn new skills
- Able to meet deadlines and 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

Original Author: Anita Wray Date 4/29/13

HIR-620-J31

Approved By: Lou Vilardo Date 4/29/13

Version : 4.0