

JOB DESCRIPTION

TITLE: SERVICE ELECTRONICS TECHNICIAN

REPORTS TO: DIRECTOR OF PROSERVICES

PRIMARY FUNCTIONS:

The Primary function of this role is to respond to customer needs via phone or email regarding technical support, repairs and information.

- 50% of time The majority of this person's time will be spent speaking to customers in the call center providing technical support and answering questions regarding products. The technician will be responsible to enter these conversations into Hubspot, Preferably to initiate the phone call in Hubspot. The technician will use several software programs on a daily basis including Hubspot, Epicor and the Ring phone system.
- 25% of time There will be times when the technician will be required to rework or update production devices, or update software on existing products. These must be documented
- 25% of time Preparing parts orders for shipping and coordinating shipping with the warehouse. Receiving repairs, testing and shipping.

RESPONSIBILITIES INCLUDE

- Technical support with customers including determining hardware vs software.
- Basic troubleshooting for TV systems, RF(radio frequency) and IP (internet protocol)
- Updating jobs accurately and tracking all work completed
- Reporting any quality issues or unusual failures including detailed descriptions in job
- Continuous improvement to process involved in Service
- Ability to perform other duties as required

KNOWLEDGE AND EXPERIENCE

- Associates degree in electronics or equivalent experience
- 2 – 4 years Technical Support
- Ability to work with Database for production, CRM Customer relationship management software, and phone system call center
- Team player-Customer focused
- Able to visit customer sites on occasion.
- Able to meet deadlines
- Able to withstand moderate amounts of stress

MANAGEMENT RESPONSIBILITIES:

N/A