

JOB DESCRIPTION

TITLE: SERVICE ELECTRONICS TECHNICIAN

REPORTS TO: DIRECTOR OF CUSTOMER EXPERIENCE

PRIMARY FUNCTIONS:

The primary function of this position is to troubleshoot, repair, and report actions through Epicor software. The technician will also be responsible to talk with customers on the phone with regard to symptoms reported or not, to seek approval from customers for repair and to communicate pertinent information to others regarding any issues that may benefit continuous improvement and or quality of PDi product. All percentages below are approximate.

50 % of time This technician will spend the majority of the workday at the bench doing repairs on and/or troubleshooting customer sets shipped in for repair. Information from these repairs is to be entered into Epicor per procedure to capture parts usage and labor burden. The tech is responsible to make every effort to complete a repair in a timely manner while seeking customer input to duplicate the failure.

25% of time Operates as a back up on the Call Center phone lines and answer overflow calls as necessary. This may require further research or contact within PDi to answer some questions.

25% of time Preparing parts orders for shipping and coordinating shipping with the warehouse.

KNOWLEDGE AND EXPERIENCE

- Associates degree in electronics or equivalent experience
- 2 – 4 years Customer Service experience preferred
- Working knowledge of basic pc including excel, web, and network printers
- Team player
- Able to visit customer sites on occasion.
- Able to meet deadlines
- Able to withstand moderate amounts of stress

RESPONSIBILITIES INCLUDE

- Direct customer contact to identify and duplicate failure modes
- Troubleshooting and repair down to component level on hardware within PDi products
- Updating jobs accurately and tracking all work completed
- Reporting any quality issues or unusual failures
- Continuous improvement to process involved in Service
- Back up to call center when needed
- Other duties as assigned/required

MANAGEMENT RESPONSIBILITIES:

N/A