

JOB DESCRIPTION

TITLE: LEAD FIELD INSTALLATION AND SERVICE TECHNICIAN

REPORTS TO: DIRECTOR OF CUSTOMER EXPERIENCE

PRIMARY FUNCTION:

This position is responsible for quoting new or add on installation jobs, managing installations technically and physically, and working with Director to identify issues in the field that may require PDi's expertise to resolve. This includes but is not limited to quality issues or concerns. 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. This person must be able to speak professionally to all levels of management and must be a good communicator.

65% of time The technician will spend the majority of the work day onsite at various locations troubleshooting, installing, training, and in some cases researching. These visits will be documented 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.

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
- Face to face Customer Service or Sales experience, minimum 4 years
- Must demonstrate competency in all copper cabling such as coax, network and fiber installation and testing or certification, either with minimum 2 years experience
- Must have experience quoting materials and labor for jobs
- 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
- Updating Epicor and Hubspot as well as any customer supplied documentation as needed
- Troubleshooting systems and installations at remote locations
- Recording and tracking work 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 50% up to 70%
- Other duties as assigned/required

MANAGEMENT RESPONSIBILITY:

N/A