

PRINTER REPAIR TECHNICIAN JOB DESCRIPTION

The Printer Technician position is a highly skilled technician level where the employee is capable of a full workload. The individual is responsible for the timely and cost effective maintenance and repair of office product equipment and for promoting and maintaining a high level of customer satisfaction with our service and products. The successful candidate must be able to successfully complete and possess the following.

- Maximize equipment up-time through timely response and effective and efficient repair with selective customer training to ensure high levels of customer satisfaction.
- Ability to troubleshoot and think independently.
- Mechanical and electrical aptitude and demonstrated skills.
- Knowledge of Basic Networking.
- Computer and analytical skills.
- Prior experience in the maintenance and repair of office equipment preferred. HP, Lexmark, Okidata, Xerox experience a plus.
- Possess excellent customer service and communication skills.
- Complete all administrative aspects of the job on time and error-free.
- Provide accurate feedback with call close information, parts usage reporting and customer meter readings.
- Analyze customer needs, recognize business opportunities, and influence sales volume growth.
- Communicate and interact with customers, field service, sales, management, and administration in a way that is courteous, positive and professional.
- Must be able to problem solve, conduct written and verbal communication, read and comprehend technical information.
- High School Diploma a minimum, Electronics or Computer Associates Degree preferred.
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- Ability to lift and carry 50 pounds. Pull, lift, reach and transport equipment parts and boxes.
- Must have reliable vehicle (mileage is reimbursed).
- Must have valid driver license and insurance.

Salary plus commission and benefits are based upon experience. Service vehicle is provided. To apply for this position, please submit a cover letter and resume to careers@bmponline.com.