



## **COME JOIN OUR TEAM!**

The Service Technician (ST) works directly with the Engineering Manager to execute parts orders, diagnose and facilitate machine field repair, facilitate and execute in-house machine repair work orders.

### **What you'll do:**

- Provide guidance to the Service Advisor for initial technical diagnostics, determining root cause and specifying which service parts, tools, and documents should be used for field repairs.
- Analyze and execute machine Work Order repairs and general maintenance.
- Provide housekeeping on tools, equipments, and benches in the service area.
- Manage service parts inventory.
- Assist Service Advisor on machine repair estimates.
- Organize and maintain service repair records.
- Manage and provide the Service Advisor with machine repair status.
- Provide customers with on-site repair if required.
- Provide machine repair training to Service Advisor.
- Monitor and report any quality issues.

### **ACCOUNTABILITIES**

- Is accountable for 24 hour response time for all service quotes.
- Is accountable for the accuracy of problem and root cause identification, quality of repairs, and zero post service return.
- Is accountable for the service repair department- its parts organization, cleanliness of the area, accuracy of part counts, and inventory controls.

**Who you are:**

**Education:** High School Diploma. Associate Degree (AS) preferred.

**Experience:** The ST shall have a minimum of 5 years experience in machine repair and 3 years experience in customer service.

**Core Competencies:**

- Read, understand and comprehend service manuals, owner's manuals, written procedures, wiring diagrams, and other company documentation.
- Good working knowledge of industrial machinery, principles of mechanical and electrical functions, temperature and pressure controls.
- Strong mechanical and hands-on aptitude.
- Must have effective communication, organization, problem solving, interpersonal and team working skills and able to manage/prioritize multiple projects in a rapidly changing environment.
- Must have the ability to provide accurate and precise verbal and written instructions to both internal and external customers.
- Must be a self starter working with minimum supervision.

**Personal Characteristics:**

- Creative and share best practices with others
- Effective communication, interpersonal and team working skills.
- Quick learner and drive for continuous improvement
- Customer focus and willingness to help other team members
- Attention to details and pride of workmanship

**OTHER**

- Some international and domestic travel may be required.
- Physical and Environmental Requirements: While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand and sit. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision and color vision.
- Work environment includes front-office and manufacturing. The noise level in the work environment is usually moderate.

**What we offer:**

- Competitive salary
- Comprehensive benefits package including: medical, dental and vision
- 401K Plan
- Paid time off and holidays

Disclaimer: This job description is not intended to be all-inclusive, and employees will also perform other duties as assigned by management as required.

Company reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

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