

## Chicago Office Technology Group

**Division / Department:**

Service

**Location:**

All Locations: Bolingbrook, Chicago, Itasca, Tinley Park

**Job Title:**

Field Service Technician

**Type of position:**

- Full-time
- Part-time
- Contractor
- Intern

**Hours per week: 40**

- Exempt
- Non-exempt

**General Description:**

1. Initial product training completed with the skills to service color and black-and-white multifunction systems, must pass with a score of 80% or higher
2. Accountable for providing service to COTG customers based on assigned equipment and/or territory
3. Performs full range of maintenance on assigned products; including technical diagnostics, break/fix, installation and removal and customer call assistance
4. Manage call activity; perform associated administrative requirements
5. Must fill out paperwork properly and accurately, including, but not limited to, the following: monthly expense reports, warranty items, service histories, customer service orders, and parts requisition forms
6. Adhere to proper escalation procedures to resolve customer issues
7. Responsible for assigned company assets (i.e. parts, tools, communication and computing devices)
8. Provide customer training on assigned products in accordance with current field procedures

**Requirements:**

1. Associates degree in electronics or equivalent experience
2. A+ certification is a plus
3. Previous technical experience preferred but not required
4. Valid drivers license and minimum levels of auto insurance coverage
5. Proficiency using MS Office, e.g., PowerPoint, Excel and Word and the internet for research