



Position Title: Field Service Technician

Department: Technical Service – Midwest Region

Responsibilities:

- Install and support field installations of DPST systems.
- Conduct operator and administrator training on DPST systems and provide first level support.
- Integrate complex electronic components to create custom digital printing solutions.
- Resolve customer and operator situations with little assistance.
- Assist with day to day operations and be flexible in handling various duties while working in a team setting.

The person in this position will:

- Display organizational/administrative skills necessary to effectively handle parts inventory and complete required documentation.
- Display a high-level of flexibility with work hours, assignments and travel requirements. This is not a 9 to 5 position, technicians will be on call.
- Work with a high degree of autonomy and is open to and accepts suggestions/guidance.
- Be consistently reliable and timely in all aspects of the position and displays a positive attitude.
- Demonstrate customer relation skills that allow for independent resolution of most situations without management assistance.
- Possess appropriate verbal communication skills and acceptable written communication skills.
- Be able to complete all company-sponsored training, development courses and quality initiatives required.
- Possess strong methodical troubleshooting skills to efficiently isolate faults and provide effective resolutions.

Qualifications:

- Associates Degree or equivalent education in electronics or other technical field
- 1 to 3 years of prior experience in technical field service



- Proficient in electro-mechanics, digital electronics, and software required to maintain DPST and 3rd party type products.
- Skilled with tools and electronic test equipment use.
- Displays proficiency with PCs, current operating systems and software technologies.
- Ability to operate with minimal supervision and interface successfully with all levels of management and labor at customer worksites.
- Willing to travel to International and Domestic locations up to 50%.