

# Field Service Technician

## Job Description

**Complete Document Solutions** is a locally owned and fully independent technology company. We provide leading edge office equipment and software solutions to businesses throughout the Los Angeles and Orange County basins. We take great pride in providing excellent customer-centric service and support to our primary base and utilize a selective partner channel to extend our reach throughout the country.

Our employees are at the heart of everything that we do. Their dedication and passion for customer care, guidance, and support is our company core foundation. Everyone counts, no matter the position. We are a long-term employer that supports growth, great benefits, and individual passion directed to a common company goal.

Our document imaging and technology product portfolios are specifically selected for their functionality, innovativeness and reliability. CDS provides sales and ATSP certified copier and printer repair for all leading manufacturers including Canon, Kyocera Mita, Xerox, Sharp, HP and Lexmark, supporting full product lines.

Our mission is to partner with businesses by providing total document solutions from a consultative approach and provide local same day support and service. We are currently seeking individuals to join our dedicated service team.

## Responsibilities:

- ✓ Traveling to customer sites for troubleshooting, diagnosing and resolving maintenance and repair issues
- ✓ Performing on-site and office-based installations
- ✓ Maintaining current technical knowledge and continuously working to expand knowledge of new technology and equipment through manufacturer training
- ✓ Ability to work a consistent 40-hour work week
- ✓ Managing and maintaining accurate inventory for tools, parts and supplies in vehicle stock
- ✓ Ensuring a high level of client satisfaction by meeting customer's needs in a courteous, timely and cost-effective manner

## Qualifications

**Education:** 2-year degree in Electronics Technology or similar field of study and a minimum of 3 years related experience, or an equivalent combination of education and experience.

## Knowledge and Experience:

- ✓ Ability to read and interpret documents such as service manuals, parts catalogs, circuit diagrams, and operating & maintenance instructions
- ✓ Skilled computer knowledge & PC proficient
- ✓ Digital electronic knowledge
- ✓ Extensive electro-mechanical experience
- ✓ Excellent time management skills required
- ✓ Excellent focus on customer satisfaction & committed to building and maintaining strong customer relations

## Abilities:

- ✓ Ability to work independently and as part of a team
- ✓ Ability to lift and handle up to 40 pounds
- ✓ Self-motivated and results focused
- ✓ Excellent analytical and problem-solving skills
- ✓ Good interpersonal skills
- ✓ Exceptionally skilled in organization, attention to detail and effective prioritization of duties

## License/Certification/Experience Required:

- ✓ Prior service experience on copiers, printers, and fax machines required
- ✓ Must possess a valid driver's license, appropriate insurance coverage, and reliable vehicle to drive for company use
- ✓ Network connectivity experience required
- ✓ Proof of Manufacturer Certifications from at least one of the following: Canon, Kyocera Mita, Sharp, and/or Hewlett Packard. Certification on 45+ ppm copiers a plus.

## **Benefits**

- ✓ Product and service training by the manufacturer
- ✓ Laptop
- ✓ Mileage reimbursement
- ✓ Dental and medical insurance
- ✓ 401(k) program with company participation
- ✓ Paid holidays, sick, and vacation
- ✓ Excellent long term existing team

## **Job Type**

- ✓ Full-time

## **Salary**

- ✓ Pay: Competitive compensation program based upon experience and manufacturer product certifications