



Help Desk Service Technician (Telephone Support)

Exceptions to the following may be considered and must be approved by the Vice-President of Customer Service and Technical Support.

Qualifications:

- Trade School Degree or equivalent experience
- Minimum of one (1) year related electronics experience
- Must be able to communicate clearly and concisely in the English Language

Overview:

- This position requires heavy telephone support skills.
- Technical background must include electrical, digital, and analog electronic experience.
- Additional skills desired (but not required), are alternate language skills (Spanish, French, German, Italian) and some IT/networking skills.

Essential Functions:

- Provide extensive technical phone support to field technicians
- Provide operational and limited technical phone support to equipment end users
- Record detailed log entries for support provided to the field
- Process warranty invoices
- Process parts orders
- Schedule and manage service assignments with in-field service providers
- Perform after hours and weekend emergency phone support on a rotating basis
(1 week extended support and then 2 weeks off)
- Additional duties as assigned by supervisor.