



JOB DESCRIPTION

FIELD SERVICE TECHNICIAN

Reports to: Manager
Classification: Exempt

Department: Service Center
Division/Branch: Corporate HQ

JOB SUMMARY:

Field Service Technicians are responsible for providing technical support for commercial inkjet digital printers. They service customers within their assigned region and must be willing to travel with little to no advance notice.

ESSENTIAL FUNCTIONS:

Provide high level technical on-site support to all Mimaki USA customers for all products. Resolve issues related to software, hardware and configuration.
Effectively communicate and obtain the appropriate data needed to resolve the service call.
Interface with other engineers to resolve customer issues
Provide a technical leadership role while working with customers and dealers.
Use complex tools and excellent troubleshooting skills to identify, analyze and resolve technical issues.
Maintain customer issue data in a call tracking database.
Understand and explain related technical issues through product knowledge and reported issues.
Participate in conference calls, as necessary, to resolve customer issues.
Respond to urgent after hours customer calls, as necessary.
Recall or relate known or prior issues/status/fixes to newly reported issues.
Accomplish department and organization mission by completing related results as needed

QUALIFICATIONS:

Experience servicing wide-format inkjet printers
Ability to work independently as well as part of a team
Flexibility
Strong aptitude for customer applications
Excellent customer service skills
Good communication

Prefer a degree in Electrical or Mechanical Engineering or Computer Science with 2-3 years of related work experience.