

**Job Title: Field Service Technician L2**  
**Salary Range: DOE**

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This individual is responsible for the timely and cost effective maintenance and repair of office product equipment (copiers, facsimiles, multifunctional and connected digital products) and for promoting and maintaining a high level of customer satisfaction with our service and products, thereby influencing the sale of office product equipment that is offered by Nevill.

**Duties & Responsibilities:**

- Troubleshoot equipment to determine cause of malfunctions. Estimate parts and labor for repair. Research the current cost of replacement equipment and recommends repair or replacement as needed
- Communicate and interact with customers, field service, sales, management, and administration in a way that is courteous, positive and professional
- Exhibits professional appearance and demeanor at all times
- Meet desired goals for service technician productivity and proficiency, based on level of experience
- Must have ability to work independently and as part of a team
- Maintain a positive demeanor and be a contributing team member
- Complete technical training on Kyocera and legacy equipment as assigned
- Complete all administrative aspects of the job on time and error-free
- Provide accurate feedback with call close information, parts usage reporting and customer meter readings
- Analyze customer needs, recognize business opportunities, and influence sales volume growth
- Perform other activities that support Nevill and its service organization
- Effective servicing of Kyocera product line
- Independently manage assigned territory
- Responsible for carrying tools and parts inventory in personal or company vehicle while maintaining proper and accurate inventory levels at all times
- Perform basic driver/scanning installations
- Perform color calibration to machine specifications
- Maximize equipment up-time through timely response, effective and efficient preventive maintenance, adjustment and repair of equipment.
- Connect print drivers to network and input correct IP information
- Provide selective customer training to ensure high levels of customer satisfaction
- Technical productivity goals:
  - Average 7.5 hours per day productive time (customers & travel)
  - Average 10% recall rate
  - Average 8% incomplete call rate
  - 82% efficiency rate
- Demonstrate ability to motivate, teach and train less experienced co-workers
- Work toward obtaining Network+ certification

**Minimum Qualifications:**

- High School or GED, **AND**
- AA degree in electronics or equivalent Technical or Manufacturer training with certification
- Minimum of 3 years of copier/printer repair experience
- A+ certification preferred or ability to obtain after 6 months of employment
- Ability to lift a minimum of 50 lbs. Pull, Lift, Reach & Transport equipment, parts and boxes
- Current Driver's License (With good driving record) & appropriate insurance coverage