



<b>Position Title:</b>	Service Technician <i>Job Reference # Q101</i>
<b>Reports To:</b>	National Service Manager
<b>Position Summary:</b> Responsible for repairing, maintaining, troubleshooting Barcode systems, personal computer networks, and related peripheral equipment. The technician assesses user training needs and trains users in effective use of standard applications; makes recommendations regarding hardware; prepares documentation and provides user assistance to qdata customers; and performs related work as required.	
<b>Essential Job Functions:</b> <ul style="list-style-type: none"><li>• Repairs, configures and upgrades RFID and Barcode systems and software.</li><li>• Assembles and configures computers, monitors, wireless network infrastructure and data collection equipment such as printers, scanners and related hardware.</li><li>• Evaluates repair requests, determines extent of needed service and exercises considerable judgment in continuing with the service or forwarding extensive requests to supervisor or suppliers.</li><li>• Reviews and determines extent of needed service and exercises considerable judgment in continuing with the service or forwarding equipment to suppliers.</li><li>• Handles all necessary q.data documentation and data entry required Maintains inventories and performs related work as required.</li><li>• Provides prompt and effective problem solving and troubleshooting to customers through telephone and email contact when system failures or dysfunctions occur.</li><li>• Assesses needs and trains users in effective use of equipment makes recommendations to q.data staff regarding hardware and software acquisitions.</li><li>• Keeps up to date on new equipment and software training.</li><li>• Performs other duties and special projects as required.</li></ul>	

**Relationships and Roles:**

- Maintain and Develop relationships with customers to ensure the proper support.
- Maintain and Develop relationships with salespeople to aid and support them with their customer needs.
- Maintain and Develop relationships with OEM SE and technical staff.
- Work with fellow Technicians to cross train on knowledge of various types of equipment.
- Work with the programming team to understand the integration of our software with hardware.

**Office and or other responsibilities:**

- Responsible for clean service technical area and service offices (area)
- Responsible for Inventory room management with inventory controller
- Managing safety and environmental compliance activities

<b>EDUCATION</b>	<ul style="list-style-type: none"><li>• Equivalent to completion of two years of a college-level course in computer science, information technology or a related field.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Two years general computer installation, maintenance and repair</li><li>• Or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.</li><li>• Must possess and maintain a valid driver's license and a satisfactory driving record.</li></ul>
<b>REQUIRED SKILLS</b>	<ul style="list-style-type: none"><li>• Strong communication skills (written and verbal) to communicate effectively to management and customers.</li><li>• Effective computer skills (Microsoft Office).</li><li>• Works well in a team environment.</li></ul>
<b>PHYSICAL REQUIREMENTS</b>	<ul style="list-style-type: none"><li>• Physically capable of handling equipment.</li></ul>