

## Computer Service Technician

### Job Description

- Install, maintain and repair electronic equipment.
- Inspect and test electronic equipment and assemblies.
- Diagnose and locate circuit, component and equipment faults
- Complete work orders, test and maintenance reports, Read blueprints and drawings.
- Maintain a positive relationship with customers through effective and consistent communication
- Participate in extended hours, shift or 24/7 on-call rotation as required to meet business demands
- Prepare and pre-stage printers and multifunctional devices as required
- Responsible for personal quality of workmanship and taking all necessary precautions to prevent customer service disruptions
- Respond to assigned service calls at customer locations
- Perform preventative maintenance procedures at customer locations as assigned
- Identify and escalate issues requiring additional support based on a defined workflow to Helpdesk, Technical specialist, or team leader as required
- Responsible for the installation, troubleshooting of new equipment at customer locations
- Operate a variety of hand and electronic tools to effectively and properly perform work tasks
- Complete all required paperwork to ensure efficient tracking and documentation requirements are achieved
- Deliver parts and supplies to customer locations as required
- Strive for continuous improvement of all equipment, systems and procedures throughout the workflow
- Provide excellent customer service both over the phone and face to face, as well as have an ability to communicate technical information to nontechnical audiences

Job Types: Full-time, Permanent

Salary: \$35.00 /hour

No of Positions: 1

Location: Norwich, ON

Language: English, Education: Bachelors

Date: March 1st, 2020