

Field Service Technician

SELECT Business Systems is currently seeking technicians who are skilled in repairing/maintaining SHARP multi -functional products for our Central Valley Location.

Select Business Systems, a local independent Copier/Printer dealer in the Central Valley is currently hiring for a field service technician to work on Sharp MFP's. Primary responsibilities will be to service Sharp copiers and printers in the Fresno area. For this position, you must have strong network training or experience and previous copier/printer experience, as it is preferred. A successful applicant will also have a reliable vehicle and a good driving record. A proven customer service background is highly desired. Select Business Systems is a drug-free workplace.

What we have to offer:

- Company car
- Medical/Dental/Vision plans!
- PTO/Sick/Personal plans
- Company sponsored manufacturer's training to obtain advanced certifications
- FSA programs and more!
- Pay is determined based on experience.

Interested in Joining our Team?

The secret to our success is great people. We're serious about adding the right people to our team. Our locally-owned and operated company is very stable and secure with 2 locations and over 40 years of experience in our industry. We offer competitive pay with an excellent benefit package and a friendly and professional work environment. We have a strong commitment to the success of our employees – including opportunities for advancement. If you are a self-motivated individual looking to be a part of a successful team, please submit your resume.

Here is what we are looking for:

- Must have experience with servicing and repairing office equipment such as copiers, printers, fax machines, mailing machines etc.
- Applicants with any advanced **Sharp, HP, Epson, Brother** Certifications are highly preferred.

- Strong computer knowledge
- Excellent customer service communication skills are essential
- 2-6 years minimum of relevant experience
- Strong problem-solving and mechanical/electrical skills
- Strong working knowledge of Windows 10 applications are required
- Highly motivated and capable of working independently in the field
- Must possess a valid driver's license with a clean driving record. A company car will be provided.

Essential Functions

- Responsible for a full range of repairs and service procedures on high speed digital copiers/printers, full-color copiers/printers, facsimiles.
- Diagnostics, installation, troubleshooting, machine modifications, software upgrades, removal and retrofits on a wide range of machines. (Sharp Copiers and HP, Brother, Kyocera Printers.)
- Providing high quality technical support and expertise by complete each service call according to service agreements and requirements
- Effectively complete all territory assignments and developing options to resolve unexpected problems
- Participates in training to remain up to date with new products and procedures.
- Provide specialist service to other field service technicians for unresolved technical problems/issues
- Provide technician support to our sales team members to effectively maximize equipment leads and upgrade opportunities
- Working in fast paced environment

Knowledge, Skill and Experience:

- Certified Sharp: 3 years (Preferred)
- Copier Field Service: 3 years (Preferred)
- Printer Field Service: 3 years (Preferred)