

December 1, 2010

Title: Laser Printer Repair/Maintenance Technician

Location: Dallas/Fort Worth Metropolitan Area

Reporting Structure: Position reports directly to the Service Manager

Position Description:

We are currently seeking a Laser Printer Repair/Maintenance Technician. The successful candidate must be a highly organized, self-starter who is talented at multi-tasking in fast-paced environments, the ability to troubleshoot-diagnose, support and repair printer equipment primarily at the customer site. Candidate must have detailed break/fix knowledge and experience with laser printers. Need to be able to work independently without supervision.

Job Requirements:

We are looking for someone with hands-on experience as a field service technician. You must have a clean driving record with dependable transportation. Technician must have in-depth knowledge of printer components (from print heads to pick-up rollers to fusers) and the ability to troubleshoot and repair. Technician must have working knowledge and understanding of Windows to set up and test printers. Technician preferably will have OEM Certification or willingness to acquire certification. Have a professional appearance and manner. Technician will have outstanding communication, organization, and customer service skills. Technician must be able to work with and without specific direction.

Specific duties:

Diagnose and repair printer related problems, identify and replace defective components assist-educate-explain to clients, the specific problems with their printer equipment Assist-educate-explain to clients, setting up and using new printer equipment, perform maintenance on warranty and non-warranty equipment, support customers on-site, support customers from our office.

Work Conditions:

- On-call availability
- Occasional evening and weekend work to support production and meet deadlines
- Dexterity of hands and fingers to operate power tools, computer keyboard, mouse, and to handle other computer components.
- Occasional inspection and routing of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as routers, switches, computers and peripherals.

Benefits/Salary:

Qualified candidates may submit resume with salary history to the contact below.

To find out more about Mark Charles Group IT Solutions visit our web site at www.markcharlesgroup.com

Contact:

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