JOB DESCRIPTION

JOB TITLE: Installation & Service Technician

REPORTS TO: Service and Support Manager

HOURS: Full Time

Mon – Fri, 7:30am – 4:30pm (possible after hours or weekend work)

**Position Description**

Serves customers by installing and servicing systems and products.

The Installation & Support Technician works with BSC clients in a service and support role for hardware and software providing installs, training, and support. This individual works daily with our clients, project managers, sales staff, and other technicians.

The Installation & Support Technician’s primary responsibilities are installing storage solutions, scanners and software from our vendor partners at client facilities. This requires the Installation & Support Technician to train, learn, and pass certification tests from our vendor partners in order to be qualified to perform the work at our client’s facilities.

The Installation & Support Technician’s secondary responsibilities will include customer training, product presentations, software demonstrations, and sales support when needed.

It is your responsibility to develop your technical knowledge and equipment skills so you can support BSC's products proficiently. You will adhere to the schedule training direction and suggestions of your assigned manager.

**Job Duties & Responsibilities**

* Assist in planning, managing, and implementing lead-generation activities.
* Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting tests; resolving problems.
* To promote customer goodwill and to satisfy any customer issues to the company's satisfaction.
* Establishes service by studying system requirements; ordering and gathering components and parts; completing installation; performing acceptance tests.
* Maintains report with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
* Keeps personal equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
* Documents service and installation actions by completing forms, reports, logs, and records. (BSC forms, JSA Forms, Service Call tickets, etc.)
* Maintains customer confidence by keeping service information confidential.
* Updates job knowledge by participating in educational opportunities; reading professional publications, studying up on manufacturer books.
* Accomplishes operations and organization mission by completing related results as needed.
* Able to comprehend and read architectural/manufacturer drawings and follow installation procedures.
* Conduct Site Visits and does Field Measurements before job begins and products are ordered
* Awareness of proper Personal Protection and Equipment (PPE) and Safety Techniques.
* Oversees Quality Control Plans, Safety/OSHA/PPE and Ergonomics. Makes sure work site is kept clean upon leaving each day. Locks up trailer and toolboxes on site daily.
* Reports all times to Supervisor for arriving and departing on installs and all times for service calls to systems analyst.
* Must be able to use/operate hand tools and power tools
* Must be able to continuously lift 100+ pounds at a time.
* Checks tools in and out of warehouse tool cage upon job departure and completion.
* Responsible for checking software systems and BSC email daily for updates on calls.
* Checking parts out of Inventory System before ordering new ones.
* Get certified at appropriate Manufacturer schools for product lines.
* Weekly Time cards turned in on Friday afternoon at 4:30 PM
* Must be in attendance for Monday morning technician meetings 7:30 AM
* Turn in all Service Tickets daily to Supervisor and AR Manager.
* Calls time in and out to Dispatch for service calls daily; calls in to supervisor for Installation projects upon arrival and completion daily.
* Turns in Parts order form for supervisor approval with parts pricing.
* Computer skills
* Ability to work effectively as a team member
* Attendance and punctuality
* Professional demeanor and appearance

*This job description is not limited to the above items. BSC reserves the right to add to the job description if needed.*

**Qualifications & Requirements**

* **Skills/Qualifications:** Electronics Troubleshooting, Analyzing Information , Judgment, Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Results Driven, Supply Management, Informing Others, Good People Skills, Time Management.
* **Specific Requirements:** Specific Site Badging, Drug Testing per site discretion, Clean Driving Record/ Valid Driver’s License, Traveling involved/Possible weekend work, Fork/Scissor/Boom/Aerial Lift training, OSHA Training 10 hour course, Manufacturer Certified Training School.
* **Systems include**: Hardware Scanners, Vertical Lifts and Carousels, Kardex Titans and Lektrievers, Mobile Shelving, Wire Mesh Partitions, Pallet Rack, Static Shelving, In Plant Office, Mezzanines, Industrial Shelving, Lockers, Rotary Files, Cantilever Shelving, Wire Shelving, Wide Span, etc.