



Associate Technician

Position Profile

This position is designed as an entry level technician position to service and repair a variety of company products. Sets up tagging, installation, preventative maintenance and routine service on small printer, low end segment, and facsimile devices at customer locations usually within a specific geographic area.

Job Duties and Responsibilities:

Achieves expected productivity levels associated with assigned workload and level of experience. Manages territory, inventory and customer relationships. Demonstrates good technical and customer relation skills.

Demonstrates technical expertise

Performs a full range of servicing and repair service procedures including diagnostics, installation, removal and retrofits on assigned equipment.
Performs Basic Connected installations, sets up IP addresses, downloads printer drivers and provides customer training on printing standalone and network devices.
Performs troubleshooting and repairs or replaces equipment components as necessary.
Demonstrates required digital competencies associated with assigned products and level assignment.
Completes technical training on new equipment as assigned.

Supports territory

Effectively executes all required territory management and call handling procedures.
Works closely with sales partners to maximize equipment leads and upgrade opportunities.
Maintains and manages own parts inventory with a high degree of accuracy.
Adheres to territory back-up plans.
Completes all required administrative tasks in an accurate and timely manner.
Complies with all company policies.

Customer Service

Interacts with external customers for the purpose of determining service needs on equipment and ensuring overall high level of customer satisfaction with the service performed.
Exhibits professional appearance and demeanor at all times.
Maintains productive, professional relationship with all company personnel.
Maintains a positive demeanor and is a contributing team member.
Responsible for maintaining a "car stock" inventory.
Performs other duties as assigned.

Qualifications:

Requires high school diploma. Completed classes and experience involving computers, electronics, mechanics, etc. is desired.
Requires a valid state driver's license and minimum level of auto insurance coverage per company policy for position entails extensive use of personal car while on company business.
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I encourage you to contact mail:gina.campbell@adp.com or dial her direct for additional information at 886-203-8227 X6647. Gina is a former Army veteran and available to help you with questions.