



Technology Specialist

POSITION PROFILE

The Production Systems Technology Service Specialist is a specialist in the servicing and repair of High Volume (Segment 6), Black & White, Color Graphics or Printing Systems equipment at customer locations usually within a specific geographic area. Additional responsibilities may include Team Lead/Coordinator role. Position requires Two Industry Certifications.

JOB DUTIES AND RESPONSIBILITIES

- Specializes in the servicing and repair of High Volume (Segment 6), B&W, Color Graphics, Printing Systems equipment and enabler hardware.
- Manages territory, inventory and customer relationships.
- Achieves expected productivity levels associated with assigned workload and level of experience.

Provides specialist services

- Performs a full range of servicing and repair service procedures including diagnostics, installation, removal and retrofits on High Volume (Segment 6), B&W, Color Graphics or Printing Systems equipment.
- Performs Basic Connected installations, sets up IP address, downloads printer drivers and provides customer training on printing functions.
- Demonstrates required digital competencies associated with assigned products and level assignment.
- Performs troubleshooting and repairs or replaces equipment components as necessary on B&W, color and multifunctional devices.
- Completes technical training on new equipment as assigned.

Manages Territory

- Effectively executes all required territory management and call handling procedures.
- Works closely with sales partners to maximize equipment leads and upgrade opportunities.
- Assumes responsibilities assigned by the Field Technology Service Manager as required.
- 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.
- Available to work shifts, stand-by, and/or on-call as required.
- Responsible for maintaining a "car stock" inventory with a value of \$1,000 to \$10,000.

Customer Service

- Interacts with internal and external customers for the purpose of determining service needs on equipment and ensuring overall high level of customer satisfaction with the service performed.
- Provides technical assistance to less experienced technicians.
- Exhibits professional appearance and demeanor at all times.
- Maintains productive, professional relationship with all Ricoh personnel and serves as a role model.
- A positive and contributing team member.
- Performs other duties as assigned.

QUALIFICATIONS (Education, Experience and Certifications)

- Requires technical and quantitative skills typically gained through completion of formal training and 4+ years of related experience.
- Requires a valid state driver's license and minimum level of auto insurance coverage per company policy for positions entailing extensive use of personal car while on company business.
- Requires regular written and verbal communications with vendors of hardware and software to gain further technical knowledge of applications.

For more information contact Kelly.french@adp.com or call me direct at 949-715-3792

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