

Support Technician

Job Title: Support Technician
Reports To: Support Manager
FLSA Status: Exempt

Microplex Printware Corporation is looking for a full-time Support Technician to join our team out of our Solon, Ohio office.

Microplex has been in business since 1998, servicing clients nationally and internationally. We are a close-knit team that believes in being family-friendly and having a work-life balance.

What can Microplex offer you?

- Competitive pay: \$36,000 – \$50,000 salary, offer based on experience

All benefits start day 1

- Medical, Dental and Vision Insurance
- PTO
- Simple IRA with annual company match
- Supplemental Insurance available

****This role may require minimal travel, including internationally. If you have concerns/questions, please bring this up during the interview process.****

The right candidate will have:

****This is not an IT role. The ideal candidate will be mechanically inclined to fix hardware issues, but also good with technology, electronics, etc.****

- 2 years' experience in the Technical field or related field
- Associate degree in Technical or related field preferred
- Knowledge of basic electricity/electronics, mechanics, test equipment such as voltmeters, oscilloscopes, and line analyzers as well as basic computer hardware
- Strong documentation skills
- Must have or be able to obtain a passport.

Our Support Technician will:

- Evaluates documented resolutions and analyzes trends for ways to prevent future problems
- Fields incoming help requests from customers and documents all contact information
- Builds rapport and elicits problem details from customers
- Prioritizes and schedules service for issues/problems reported by customers. Escalates issues when required to the Support Manager
- Records, tracks, and documents the problem-solving process, all decisions made, and actions taken through to the final resolution
- Applies diagnostic utilities to aid in troubleshooting
- Tests fixes to ensure the problem has been resolved
- Performs post-resolution follow-ups
- Performs hands-on fixes at the bench level, including setting up and configuring printers, evaluating returned items, testing printers for functionality, and working with files and associated items
- Develops help sheets and knowledge base articles for internal and external users
- Accesses software updates, drivers, knowledge bases, and frequently asked questions and resources

Does this sound like the position for you?

Apply with a current resume to join our team!

Please contact us at:

ManagementUSA@microplex-usa.com

or by telephone at 440-374-2424

Please send e-mail attachments in PDF format only.