

Field Support Technician

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

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

Microplex Printware has been providing print system solutions to customers nationally and internationally since 1987. We are a close-knit team that believes in being family-friendly and having a work-life balance. This individual will provide hands-on repair assistance to our products. There will be minimal travel for this position.

What can Microplex offer YOU?

- Competitive pay: \$50,000 – \$65,000 salary, offer based on experience

All benefits start day 1

- Medical, Dental and Vision Insurance
- PTO
- Simple IRA with annual company contribution
- 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.****

- Minimum 2 years' experience in Computing-related Hardware Support and Repair
- Knowledge of basic electricity/electronics, mechanics, test equipment such as
- 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 Field Support Technician will:

- Inspect, diagnose, and provide hands-on repair and maintenance to our products
- Evaluates documented resolutions and analyzes trends for ways to prevent future problems
- Fields incoming help requests from customers and documents all contact information
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- 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 an updated 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.