

# Employment Opportunity at GeoLine – Service Technician

## Job Title

Service Technician

## Job Summary

The primary function of the Service Technician is to repair electronic and precision mechanical equipment (primarily Trimble) to restore it to the condition where it delivers its intended functionality. Documents repair details and customer interaction within the CRM package (salesforce.com). Interfaces directly with customer to communicate equipment problems and to explain/sell repair services.

## Primary Duties

- Diagnoses hardware, software and systems failures using established procedures. Determines the most cost effective repair/resolution to minimize customer downtime.
- Explains repair, new product, and extended warranty options to help customers understand their options.
- Serves as customer contact on technical and service-related problems. Frequently and skillfully talks to customers. Provides prompt and effective service for customers.
- Assists with the management of customer contact information and service details within the CRM database (salesforce.com) to insure accurate data recording.
- Provides technical support to customers on operational and maintenance aspects of system equipment.
- Develops a thorough understanding of the company's products and services.
- Instructs customers in the operation and maintenance of the product(s).
- Maintains a professional company image during all trainings and interactions and helps keep the repair facility in customer-presentable condition.
- Follows/adheres to defined organizational processes and procedures.

## Characteristics / Skills

- Team player and problem solver. Can-do attitude; tenacity; overcomes obstacles and set-backs.
- Takes pride in work and work area so that customers feel good about the facility where their equipment is being serviced.
- Fluent in English and able to communicate clearly, both verbally and in writing.
- Strong mechanical and educational aptitude to maintain and improve understanding of application and operation of products.
- Possesses integrity and good character.
- Proficient with Google applications (email), salesforce.com, and Trimble service websites.
- Some travel is required. Training classes may require out of town trips as long as one week.

## Education / Experience

- Associate degree (or 2+ years of college) in related field (electronics, survey, engineering) with one to two years work experience, or 3-5 years general work experience.
- Two-plus years of technical or mechanical experience preferred.
- Required to pass certification tests and to attend appropriate live and on-line factory trainings.

***For more information, go to [www.geoline.com/jobs](http://www.geoline.com/jobs)***

