**Job Description**

Job Title: Technical Service Representative

Department: Tech Service

FLSA Status: Non- exempt

**Technical Service Representative**

Factory trained service technicians will provide specialized machinery repairs to customers and end users by performing the following duties.

**Essential Functions:**

* Responds to customer inquiries on the telephone, through on-line networks and in person.
* Communicates with customers to troubleshoot and help them understand how to use the product properly.
* Handles customer problems that appear to arise from the use of the product.
* Handles requests for replacing defective parts.
* Makes field service calls for new product start up and equipment repairs.
* Communicates with programmers and engineers regarding system and machine issues and follows-up to make sure fixes are received and tested.
* Completes, maintains and processes pertinent paperwork and records.
* Assists in final testing of new products and conformance to quality requirements.
* Travel is involved.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

**Required Education and Experience**

Technical Degree preferred with 2/3 years related experience in similar type industry, or equivalent experience and training.