



Manufacturing Repair Depot Technician - Lead

JOB SUMMARY:

Our service team is seeking Lead Repair Depot Technician to be responsible for repairs, preventive maintenance and calibration on scientific laboratory testing equipment. Responsible for providing technical support to the Operations Manager, Engineering, Field Service, and Customer Service groups. The technical support includes providing phone support to customers, diagnosing, and providing quotations for in-house repairs, calibrating and repairing instruments. When necessary performing field calibrations and repairs at customer's location. In collaboration with the Engineering Department, the Technician will work to improve product quality and reliability.

RESPONSIBILITIES AND FUNCTIONS:

1. Perform repairs, preventive maintenance, refurbishment, and upgrades of instrumentation.
2. Make transactions in ERP system required for proper inventory management.
3. Follow guidelines for proper documentation of Service Department Operations and Standard Operating Procedures.
4. Occasionally requires travel. Visiting customers and service providers for installation assistance and maintenance of equipment.
5. Must be able to travel with overnight stays and with as little as 24 hours' notice.
6. Must have excellent customer interface skills and be responsible for customer satisfaction.
7. Responsible for maintaining inventory and administrative records in a timely manner.
8. Assist Field Service Engineers in problem resolution.
9. Provide account status and service visit reports to the manager.
10. Manage and troubleshoot complex technical issues with hardware and software.
11. Remain current on equipment/tools through appropriate training, manuals, technical bulletins, and other relevant materials.
12. Ensure proper communication and/or documentation for product complaints per SOP.
13. Maintain records and reports as required, coordinate activities with peers, manager, and customers to minimize equipment downtime and interruptions.
14. Provide technical support to the Customer Service Group.
15. Providing reporting on Service Performance on a weekly/monthly basis.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of basic physics and electronics.
2. Ability to communicate technical expertise and direction both verbally and in writing.
3. Participate on problem solving and improvement teams
4. Proficient in all Microsoft Office applications.
5. Strong troubleshooting skills including use of a multi-meter.
6. Must be enthusiastic, a team player and be conscientious with regards to workmanship

TRAINING AND EXPERIENCE:

1. Associates Degree in Electrical, Mechanical, or Applied Engineering or an equivalent combination of training and experience that provides necessary knowledge, skills, and abilities to perform the essential job functions

For consideration, please reference Job Title and submit Cover Letter and Resume to
Human Resources Attn: Anne Oreskovich

aoreskovich@industrialphysics.com