

Printer Service Technician | Basingstoke | Field Work

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Company: DevFinders

Location: United Kingdom

Category: other-general

We are currently seeking a qualified field technician to join our client. The ideal candidate will have experience with a variety of printer brands and models and will be able to troubleshoot and resolve issues quickly and efficiently. He or she will also be responsible for keeping accurate records of printer maintenance and repair and will be required to submit reports on a regular basis.

The ideal candidate must be able to work in a fast-paced environment as well as have the ability to service equipment discretely in the customer's office. The duties will be performed with professionalism and respect for the customers' environment, while providing excellent quality work.

What is in it for you -

Salary: £35000 - £42000 per annum depending on experience.

40 days paid holiday annually - (including bank holidays + extended festive period shutdown)

Untaken annual leave will automatically roll over to the following year.

Opportunity to join partnerships scheme and become eligible to receive a share in the profit of the business.

Fuel card for business millage.

Mandatory Skills: 4 yrs+ experience:

Knowledge of Basic Networking.

Computer and analytical skills.

Prior experience in the maintenance and repair of printers manufactured by HP, Brother, Lexmark, Okidata, Xerox, Cannon etc.

Possess excellent customer service and communication skills.

Complete all administrative aspects of the job on time and error-free.

Provide accurate feedback with close call information, parts usage reporting and customer meter readings.

Must be able to problem solve, conduct is written and verbal communication, read and comprehend technical information.

Maximize equipment up-time through timely response and effective and efficient repair with selective customer training to ensure elevated levels of customer satisfaction.

Ability to troubleshoot and think independently.

Mechanical and electrical aptitude and demonstrated.

Cloud print software management experience.

Document Management software experience (eg: Uniflow) would be an advantage.

Ability to train the end users.

Ability to lift and carry 50 pounds. Pull, lift, reach and transport equipment parts and boxes.

Must have valid driver license and own vehicle.

Duties include but are not limited to -

Provide technical assistance with the installation of new machines.

Install the printers and configure them on the network. If supplemental parts are required to keep the printer running, the Printer Technicians might be responsible for the procurement and installation of those parts.

Ensure papers are loaded correctly in all printers to minimize paper jams and reduces maintenance calls.

In case of a mechanical issue, the Printer Technician repairs and replaces faulty parts.

Keeping track of the ink levels in the printer cartridges on a daily basis and replace ink cartridges, as necessary.

Maintain laser printers by keeping aware of new software applications as well as advancements in laser printing hardware.

Perform regular maintenance activity at times when that maintenance will not interfere with regular production work.

Apart from the regular servicing and replacement, the Printer Technician might also troubleshoot network configuration issues for the network printers to function properly.

Coordinating with the Information Technology Department to address any upgrade of their antivirus and network patches to ensure security.

Responsible for the timely and cost-effective maintenance and repair of office product equipment and for promoting and maintaining an elevated level of customer satisfaction with our service and products .

If this sounds like your dream job and you would like to become a part of our success story, please complete application questions with your CV and we will get back to you!

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