

Service Technician, US market

Job description:

- Repair, check for maintenance, adjust, calibrate.
- Follow logical trouble shooting procedures and diagnoses problems in a timely manner.
- Maintain positive customer relationships.
- Promote team behaviors with customer and peers.
- Deal effectively and professionally with customer issues.
- Develop strong partnerships with sales personnel to aid in anticipating potential customer issues and uncover additional selling opportunities in accounts.
- Ask questions to segregate problem before starting repair and checking that work is to a set standard.
- Inspects equipment for compliance with K-Systems standards.
- Identify, and diagnose equipment faults both electrical and mechanical in a logical manner, which results in expediting repairs with a minimum number of parts.
- Analyzes customer needs and makes a recommendation.
- Excellent written and verbal interpersonal and communication skills.

Qualifications

- Electronic Technology and/or experience in electronics
- Field Service Engineer or related experience - prefer medical field
- Ability to collect information, identify and diagnose problems
- On-call required, available for customer support periodically after hours. 50% travel some overnight