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| **Job Title** | Service Technician |
| **Reports To** | Service Desk Manager (Dave Weaver) |
| **Location** | Macro HQ – Greensboro, NC |

**Job Purpose**

Provide on-site and in-house repair services to Macro customers. Properly maintain a record of inventory at all times. Meet contracted service level agreements to the best of your ability.

**Job Summary**

* When dispatched, travel to a customer site within an established time window to perform various service-related activities.
* Clean, test, troubleshoot, image and perform light repair on Point of Sale (POS) equipment like registers, printers, cash drawers, scanners etc…
* Maintain an accurate record of time spent and parts used in repair of each piece of equipment according to the current procedure.
* Access, view and update the appropriate computer systems to receive and return parts for internal repair or to the appropriate vendor for repair.
* Maintain inventory integrity so all parts are properly accounted for in the appropriate systems.

**Duties and Responsibilities**

* Process parts for repair to 3rd party repair facilities.
* Research and validate warranty information for applicable parts and file recovery claims as necessary.
* Maintain effective professional relationship with vendors, management, customers and co-workers.
* Follow established procedures for transferring and receiving equipment.
* Assist with cycle counts, warehouse physical inventory and technician physical inventory.
* Work and communicate well with other team members.
* Assist in the receipt of bad parts in the Warehouse.
* Work under minimal supervision.

**Job Specification**

The requirements below are representative of the education, knowledge, and/or skill of a fully qualified individual

* High school diploma or equivalent, 2-year technical college preferred
* Proficient computer skills in Microsoft Word, Excel & Outlook
* General computer knowledge to identify equipment
* Good writing, interpersonal and communications skills
* Able and willing to lift, pull and push up to 50 pounds
* Climb steps or ladder to reach products
* Valid Driver’s License
* Ability to multitask in a fast-paced environment
* ERP system experience a plus