

Field Service Technician

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**JOB DESCRIPTION****Reports To**

Service Manager

**Job Overview**

- Responsible for providing technical support coverage during hours assigned
- Deliver unparalleled technical service, support and communication to a diverse group of dealers and consumers (end users)
- Ensuring product performance metrics are met
- Continually maintain positive and professional client relationships

**Responsibilities and Duties**

- Respond to customer inquiries, providing technical product information and support and prompt resolutions to dealers and customer issues.
- Be prepared to make last minute and scheduled site visits to perform service-related activities as needed (installations of new equipment, preventive maintenance visits, emergency service calls).
- Follow up with customers after repair has been made.
- Effectively and accurately document all service related issues from the initial problem to the resolution and verification.
- Understand and effectively communicate technical information related to products, installation, parts, and product issues
- Have a deep and detailed knowledge of our products that enable you to troubleshoot issues over the phone or with images
- Work with Engineering, Operations, Sales, Marketing and senior management to communicate technical issues and recommend durable and permanent solutions as appropriate.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Field Service Technician

**Qualifications**

- Proven working experience in IT
- Solid knowledge of website analytics tools (e.g., Google Analytics)
- Strong analytical skills and data-driven thinking
- Ability to rapidly understand the medical technology and healthcare environment
- Computer Skills: Mail Server, File Server, NetSuite, outlook

Please submit resume to [careers@kubtec.com](mailto:careers@kubtec.com).