

Established 1952



Business Systems, Inc.

Position: Bench/Field Technician (Syracuse)

Job Description: Perform repairs to components of POS systems including printers, scanners and other equipment installed across the US. Perform telephone support of hardware and provide set-up and configuration duties for upcoming installations. Run field service calls on existing customers' hardware equipment ranging from supermarket scanning to restaurant systems from our office in East Syracuse, NY.

Reports to: Service Manager.

General Duties

- Diagnose and repair components on POS systems in-house from Supermarket, Quick Service and Table Service environments.
- Set-up, configure and install hardware in new sites.
- Diagnose and repair or replace components on POS systems on-site in Supermarket, Quick Service and Table Service environments.
- Troubleshoot with customers via phone on hardware problems.
- Work with customers and DUMAC employees to resolve service calls.

Special Skills

- Ability to perform electronic equipment repair in a bench and field environment.
- Working knowledge of PC components
- Must understand the critical nature of POS systems.
- Must possess the ability to maintain appropriate communication with customers via face-to-face or over the phone.
- Ability to work quickly and efficiently to meet deadlines.
- Ability to learn quickly and retain knowledge.
- Good creative problem solving skills, an independent thinker, and a dedication to customer satisfaction.
- Positive 'can-do' attitude, energy and enthusiasm with professional business-like appearance.

Requirements Needed to Perform

- Repair and replace PC components and peripherals.
- Perform diagnostics in order to assist in understanding where problem component might be.
- Familiar with PCs, networking and Windows XP.

Physical Requirements

- In good health, able to lift and transport multiple terminals and computers (up to approximately 40 lbs.) to various customer sites for an installation.
- Requires a valid driver's license with good driving record

Availability to Work

- Schedule could involve overnight installations or repair to equipment.
- Generally working regular business hours when not installing a system.
- Out of town travel to perform installations, to attend seminars and classes or address remote site installation may sometimes be required.
- Must be able to work until project is completed.
- Must be willing to be on-call via pager rotation (1 week at a time)
- Must be willing to assist other employees 7x24, as needed

Training Needed

- Bench repair and field service experience.
- Practical, on the job, electronic repair and PC/networking experience is desired.

Knowledge Needed

- A+ certification and/or Network+ certification desirable.
- Practical experience working with computers, hard drives, memory and Windows OS