

*Established 1952*



Business Systems, Inc.

**Position:** Field Service Technician (Central MA)

**Job Description:** Service new and existing customers' hardware equipment ranging from supermarket scanning to restaurant systems from a home-based office in the central MA area. Candidate will be dispatched from Syracuse office to sites in the central MA area.

**Reports to:** Service Manager.

**General Duties**

- Diagnose and repair or replace components on POS systems on-site in Supermarket, Quick Service and Table Service environments.
- Install hardware in new sites.
- Assist customers via phone on problems that arise after-hours.
- Works with minimal supervision and is able to handle most situations on their own.
- Works with customers and Dumac employees to resolve service calls.

**Special Skills**

- Ability to perform electronic equipment repair in a 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**

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

### **Physical Requirements**

- In excellent health, able to lift and transport multiple terminals and computers (approximately up to 50+ 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**

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

### **Knowledge Needed**

- Understanding of the elements, functions, and inter-dependence of all parts of the system.
- A+ certification and/or Network+ certification desirable.
- Practical experience working with computers, hard drives, memory and Windows OS