

**Title:** Service Technician

**Supervisor:** Service Manager

---

**POSITION OVERVIEW:** Service Technicians are part of our customer service department and are responsible for break-fix service, routine maintenance visits, sales support, and project support.

---

## KEY DUTIES AND RESPONSIBILITIES

- Provide pleasant, courteous and professional service during all customer calls
- Develop an on-going relationship with our clients resulting in future customer loyalty
- Responsible for on-site troubleshooting and repair of issues that cannot be resolved over the phone
- Work with Service Manager to maintain a quick response to break/fix service calls and maintenance contract visits
- Facilitate all RMA and product returns to warehouse manager
- Provide information of all upselling opportunities
- Keeps self, superiors and subordinates informed of progress
- Maintain an accurate inventory for equipment and installation parts on van
- Assemble reports and in-house paperwork to record customer interactions
- Work with Service Managing in collecting service payments

## SUBSEQUENTIAL DUTIES & RESPONSIBILITIES

Time periods where no installs are scheduled:

- Help with Service Projects
- Help Service Manager with Scheduling
- Help Service Manager and Sales with Service install walk throughs
- Training on Artisan standard products and certifications
- Emergency after hours on call rotation
- In house testing of client equipment
- Assist with RMA follow up

## MINIMUM QUALIFICATIONS

Knowledge:

15876 N. 76<sup>th</sup> Street, Suite 100  
Scottsdale, AZ 85260

Phone: 480.538.1071  
Fax: 480.538.1072

Page 1 of 2

- High school education or equivalent
- Industry Knowledge of:
  - Audio, Video and control system
  - Industry installation standards
  - Networks and Network components
- 3 or more years of Audio/Video installation experience

Skills and abilities:

- Ability to diagnose errors or technical problems and determine proper solutions.
- Ability to read and interpret rack drawings and one lines
- Fundamental knowledge of audio video systems
- Advanced knowledge of Network and Network Components.
- Basic knowledge of control system programming
- Have Control 4 Certification
- Fundamental knowledge/experience with AV electronics
- Ability to properly and efficiently troubleshoot, diagnose and fix basic installation/AV issues
- Ability to manage daily tasks and work to complete projects within scheduled time frames
- Learn and adapt to new software and procedural standards
- Ability to operate basic hand tools and power tools
- Ability to create and uphold scope of work documents
- Communicate and interact with team members, clients and colleagues in a professional and timely manner in verbal and written form.

## POSITION INCLUSIONS

- Company laptop is provided for business use only
- Company vehicle and gas card are provided for business use only
- Cell phone or monthly stipend provided

---

Employee (Sign)

---

Employee (Print Name)

---

Date