**SERVICE TECHNICIAN**

Key Responsibilities:

* Equipment Maintenance: Perform routine maintenance, inspections, and repairs on company products or equipment to ensure optimal performance and minimize downtime.
* Troubleshooting: Diagnose and identify technical issues or malfunctions in equipment through analysis, testing, and observation.
* Repair and Replacement: Repair or replace faulty components, parts, or systems to restore equipment functionality and ensure customer satisfaction.
* Technical Support: Provide technical assistance and guidance to customers or end-users through phone, email, or on-site visits to resolve issues and answer inquiries.
* Documentation: Maintain accurate records of service activities, including service reports, work orders, and equipment maintenance history.
* Customer Service: Interact with customers in a professional and courteous manner, addressing their concerns, and ensuring their satisfaction with the service provided.
* Preventive Maintenance: Conduct scheduled preventive maintenance tasks to proactively identify and address potential issues before they escalate.
* Training and Education: Stay updated on product knowledge, technical advancements, and industry trends through training programs and self-study to enhance technical expertise.
* Safety Compliance: Adhere to safety protocols and guidelines while performing service activities to ensure a safe working environment for oneself and others.
* Collaboration: Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers.