

Advanced Imaging Solutions Company

is a local provider of the most comprehensive suite of Office Technology Products and Services in Northern Indiana and Southwest Michigan. We are in search of skilled individuals to become a part of our growth and expansion. With a combined total of over 100 employees, we offer products and services that include the following: Office Equipment and Productive Print Equipment Repair and Maintenance • Infrastructure (IT) Design & Services • Document and Print Device Management Programs • Managed Print Services • Cloud Based and Hosted product Environments • Custom Software and Application Development • Software Packages for the SMB Market • Financial Management Systems & Technology Roadmaps • Product Portfolio includes Microsoft, Dell, HP, Canon, Ricoh/Lanier, Samsung and the related Service and Support

General Description:

Responsible for maintaining, troubleshooting and repairing office equipment while providing excellent customer service to a large Managed Print Services Client base in the Southwest Michigan and Northern Indiana regions.

Job Functions:

- Visit client sites within assigned territories/accounts for troubleshooting, diagnosing and resolving maintenance/repair of multifunctional office equipment to include complex disassembly, cleaning and replacement of individual parts, reassembly, testing and adjustment.
- Troubleshoot equipment to determine the cause of malfunctions and estimate parts and labor for repair.
- Set up and prepare new copier/fax/scanner equipment for install.
- Ensure a high level of customer satisfaction by responding to service calls in a courteous and timely manner.
- Manage inventory accurately for tools, parts and supplies in vehicle stock to include projecting usage to ensure parts are on hand to meet customer demands.

Additional Duties:

- Refurbish used equipment, including cleaning and repairing.
- Complete and submit expense reports accurately and in a timely manner.
- Continuous training to expand knowledge of new technology and equipment.
- Ability to lift up to 50 pounds and move (bend, twist, kneel, etc.) to access all components of equipment.

Job Type: Full-time