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## **JOB DESCRIPTION**

### **Title**

Service Technician

### **Status**

Exempt, Full Time

### **Reports To**

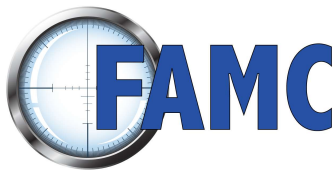
Jason Hogue  
Vice President

### **Purpose**

Provide installation, training, and support services to customers as needed to help promote positive overall experiences with the company brand, services, and market leadership.

### **Duties and Responsibilities**

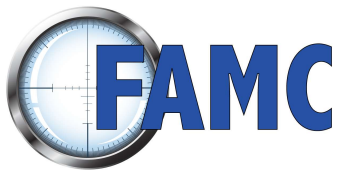
- Installation Services
  - Perform field installation of products represented by FAMC.
  - Travel as necessary to customer locations to perform services.
- Training Services
  - Provide professional customer training to ensure satisfaction with products and services provided by FAMC.
  - Ensure training is complete and thorough to promote customer independence and minimize further support needs.
  - Engage in formal training sessions designed to promote further sales interests.
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- Support Services
  - Provide prompt and effective phone support to existing customers.
  - Be prepared to provide emergency on-site troubleshooting and repair.
  - Engage with any and all internal and external resources as necessary to promptly resolve field problems.
- Resource Planning
  - Coordinate administrative and peer resources as necessary.
  - Lead scheduling efforts with internal and external resources.
  - Ensure proper tools and equipment are identified and obtained prior to service engagements.



- Performance Management
  - Lead the on-site communications efforts with internal and external resources ensure commitments are met and customer experience is optimized.
  - Maintain technical expertise in all product lines and installation techniques.
  - Identify and promote installation, training, and product improvements.
  - Effectively manage on-site issues and concerns.
- Time Management
  - Manage activities and scheduling to maximize effective customer support response and overall satisfaction.
- Budget Management
  - Maintain defined budget parameters for travel, office, and logistics expenses.
- Risk Management
  - Identify risks early and plan necessary resolution accordingly.
- Reporting
  - Utilizing the company CRM software system, provide daily activity reports.
  - Provide daily on-site progress and problem resolution reports to ensure projects are on track.
  - Report end of project feedback as necessary to address improvement options as well as positive activities to promote team interaction and progress.
- Corporate Initiative
  - Recommend process improvements.
  - Participate in marketing and business strategy as requested.
  - Provide continuous product and technical input contributing to the company's market visibility and distinction.

### **Qualifications**

- Minimum 2 years of proven successful working experience in the service of similar products and services.
- 2-year degree in relevant field (equivalent experience considered).
- Solid organizational skills to include attention to detail and multitasking.
- Competent use of relevant software including Microsoft Office and CRM tools.



### **Preferences**

- A natural and determined desire to serve customers in a positive and professional manner.
- Thrives on the challenge of multitasking.
- Confident and persistent problem solver.
- Highly motivated and thrives in a service environment.

### **Performance Measurements**

Performance will be measured by:

- Customer satisfaction with end results and overall experience.
- Meeting or exceeding annual sales and revenue targets.
- Maintaining positive business relationships to ensure future sales.
- Development and continuing status as a subject matter expert.
- Represent FAMC in a professional and customer centric manner at all times.

### **Direct Reports**

No direct reports.