

## Job Description: Service Technician

Helping people and technology work as one!

Genesis Technologies is seeking a Service Technician to join our team of service professionals dedicated to providing noteworthy service for over 27 years! We provide a comprehensive solution designed specifically for our clients which includes document management hardware, software and services.

*In this role you'll:*

- Travel throughout a local designated territory to provide on-site maintenance and repair of copiers, printers, fax machines and multifunction devices.
- Use your customer service and strong communication skills to assist customers.
- Use a laptop computer to record work order details in our automated service dispatch system.
- Maintain a parts inventory.
- Make a difference in your local community by helping small and medium-sized businesses stay productive.

*You will work hard, you will have fun and you will enjoy:*

- On-going training and job-related certifications based on our authorized product line which includes Canon, HP, Kyocera, Xerox, Zebra and Brother copiers and printers.
- A compensation plan that rewards success.
- A complete benefit package (medical, dental, life insurance, AD&D, & short-and long-term disability insurance, flex spending, 401k with a company match).
- A great work environment with a team of people who enjoy working together! Genesis Technologies again won "Chicago's Best and Brightest Companies to Work For<sup>®</sup>" for the 6<sup>th</sup> time in 2018.

*To be successful in this role, the key qualifications are:*

- 2+ years successful experience repairing digital copiers preferred. Experience or certification with Canon, HP, Kyocera or Xerox devices a plus.
- A high school diploma
- Valid driver's license and reliable vehicle
- Ability to lift and/or move copiers and/or printers that may weigh as much as 70 to 100 pounds

At Genesis Technologies our investment doesn't stop with the customer, it carries over to our employees. We seek a long-term relationship to grow your service career.