



SITECH South, LLC

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Job Announcement

Location: Pensacola, FL

Position Title: SITECH Bench Service Technician

Date: 09/18/17

POSITION SUMMARY:

The Bench Service Technician reports directly to the Bench Service Manager and is responsible for actively managing all aspects of bench service within the SITECH South Alabama and Northwest Florida region. This includes managing the functions of tracking and managing customer product warranty, RMA (Return Materials Authorization) and “hot swaps” or spares for customers, product repair, service parts inventory, service related operations and administrative support. The Bench Service Technician is accountable for delivering quality repairs on time at a profit. Customer satisfaction is the key component of the Service Technician’s success.

ESSENTIAL FUNCTIONS:

1. Perform quality service repairs while meeting service related metrics for Turnaround, Hit Rates and Mean Time to Repair as defined by management.
2. Successfully complete manufacturer training for product repair and service on all product lines
3. Manage local service parts inventory
4. Deliver quality technical assistance on time and ensure customer satisfaction
5. Maintains close relationship and clear communication with manufacturer service managers
6. Maintains strong customer relations and satisfaction; proactively and diligently works to ensure customer problems are resolved quickly
7. Dedicated to improving results
8. Proactively drives collection of information that aids in the development and improvement of products and services offerings
9. Ensure all service related activities are captured in the company software system
10. Monitor trends and procedures to assist in the effective management of daily operations
11. Reporting of technical feedback to senior management and manufacturers as appropriate
12. Assist in the development, documentation and maintenance of service related processes

CHARACTERISTICS/SKILLS

1. Strong problem solving and analytical skills
2. A true team player
3. A high attention to detail
4. Excellent written and verbal command of the English language
5. Proven ability to achieve results
6. Able to set priorities appropriate for short and long-term objectives

7. Possesses integrity and good character
8. Maintains sense of urgency; appropriate impatience
9. Willingness to give personal commitment to, and make personal sacrifices for, the job
10. Ability to modify behavior/approach in different situations
11. Willingness to learn from and listen to others
12. Ability to make good, strategic decisions
13. Strong motivational, innovative, and interpersonal skills
14. Must be a self-starter with good reasoning skills

EDUCATION/EXPERIENCE:

1. Minimum Associates Degree in Electronics Repair or equivalent
2. Experience in a customer service focused role
3. Proven team leadership experience

TESTING REQUIREMENTS:

1. Applicants may be required to pass a written and/or oral examination before being considered for employment in this position
2. Applicants will be required to pass a medical physical and drug screen before employment and randomly submit to drug testing during employment

PHYSICAL DEMANDS:

1. Walking and moving about on foot often through uneven terrain
2. Handling: Ability to grasp and work with hands
3. Lifting: Raises or lowers miscellaneous equipment (up to 80 lbs.)

COMPENSATION:

1. Competitive pay is commensurate with experience
2. Benefits include a matching 401K program, healthcare options including dental and vision
3. Paid vacation

ABOUT SITECH SOUTH

Headquartered in Smyrna, GA, SITECH South, an Equal Opportunity Employer, is the leader in providing easy-to-use, comprehensive Trimble Machine Control and Construction Technology solutions for contractors of all sizes in Georgia, Alabama and portions of Florida, North and South. From Trimble machine control systems, to site positioning and software solutions, SITECH provides the support, expertise, and experience to increase your productivity and maximize your return on investment through advanced worksite solutions.