

## **SITECH South**

### **Job Posting**

#### **Bench Repair Manager**

##### **ESSENTIAL DUTIES:**

- Manage multiple branch instrument repair operation
- Drive excellence by setting clear performance expectations to the team
- Set and maintain workflow of the group. This includes routinely updating company calendar with activities for the technicians
- Must be customer service driven. Be an available subject matter expert offering technical advice to internal and external customers.
- Set and maintain standards of performance for the group. This includes routinely updating company calendar with activities for the repair technicians.
- Actively stay current on products for Trimble Survey, Machine Control and Software products.
- High level knowledge of calibration systems, including collimators, voltage regulators, scopes and other types of electronic measurement instruments.
- Familiarity with Spectra, Trimble, Nikon and other construction and survey instruments preferred. Familiarity with as competitive brands from Topcon and Leica is a plus.
- Must be detail oriented and drive team performance.
- Must be able to provide customer technical support by phone, electronically and provide follow up to customer questions.
- Oversee inventory and maintain needed stock to service equipment in a timely manner; build metrics and reliability processes for targeted three-to-four-day turnaround on repairs

##### **Education:**

Associate degree or higher or equivalent experience in Electronics Technology, is preferred. Military veterans with electronics experience are welcomed.

##### **Work Experience:**

Four plus years of instrument service and repair is preferred. Previous supervisory or management experience required.

##### **Knowledge of:**

- Operational characteristics of instrumentation and electronic equipment and components
- Principle of lead supervision and training
- Advanced knowledge of methods, techniques, materials, equipment and tools used in instrument repair
- Standard terms, practices, procedures, methods and mathematics used in the instrumentation and electronic trades
- Preventive maintenance applicable to electronic and instrumentation systems.
- Occupational hazards and standard safety practices
- Basic to intermediate level on MS Office products, Inventory and business software

**Physical:**

Must be able to handle the physical demands associated with the job including walking job sites, climbing, bending and manually handle parts up to 40 pounds.

**Additional:**

Limited travel. Possibility of occasional overnight travel to branches and/or factory training.

This job description is not intended to be all-inclusive. Your supervisor may request and assign you similar duties.