



Field Service Technician

Mark Andy Inc. is the Total Solutions Partner to the printing industry with a mission to be 'the supplier of choice with high quality innovative solutions that drive customer profitability.' The company responds to business needs by offering the broadest portfolio of equipment, the largest consumables distribution and now the most robust service infrastructure to better support printers and converters around the world. For more information, visit www.markandy.com.

Mark Andy is headquartered in St. Louis, Missouri, USA, with sales and distribution offices worldwide.

Position Summary

To provide field installations of all equipment as well as repair electrical, mechanical or printing related problems at existing customer sites.

- Installation of all equipment.
- Troubleshoot electrical, mechanical and printing related problems in this field.
- Troubleshoot electrical, mechanical and printing related problems by phone.
- Train customers on safe and efficient utilization of all equipment.
- Provide preventive maintenance on all equipment and make recommendations to customers.
- Proper documentation of all work required i.e. service reports, expense exports, installation feed back forms, etc.

Qualifications/Skills Required

- Ability to travel 90% of the time
- Ability to read basic electrical/mechanical and pneumatic diagrams
- Capable of using multi-meter and micrometers
- Excellent customer service skills
- Basic computer skills
- Excellent troubleshooting and problem solving skills
- Must be eligible to work in the US without employer sponsorship

Education/Experience Required

- High School degree or trade school degree
- 2 years electrical and mechanical experience

Personal Skills Required

- Interact with others.
- Work in high stress environment.
- Deal with interpersonal conflicts.
- Work with difficult customers.
- Work in an office/manufacturing environment.
- Coverage during certain periods.

Work Environment

- Climate controlled office environment, no physical discomfort due to temperature, dust, noise and the like. May have limited exposure to manufacturing areas that require the usage of PPE.

Physical Demands

- Frequently required to sit. Occasional walking, standing, stooping and kneeling. Frequently lift up to 10 pounds, occasionally lift or move up to 25 pounds.

Mark Andy Inc. is an equal employment employer and considers all qualified applicants without regard to race, color, religion, national origin, sex, age, disability, veteran status, or any other factor, which is prohibited by applicable law.