

**FIELD SERVICE ENGINEER
JOB DESCRIPTION
Superior Office Solutions**

About us:

SOS is a leading independent office technology dealer servicing the New York City metro area, including Westchester, New Jersey and Long Island. SOS offers a high-energy environment where the atmosphere is open, friendly, team-oriented, and where you are recognized for your contributions. Our success is based on our philosophy that employee satisfaction translates into client satisfaction.

Position Summary:

As a Field Service Engineer (FSE), you will be required to travel to client locations, install new equipment, respond to service requests, troubleshoot equipment issues, and provide technical training on company equipment. A field service engineer must be goal-oriented self-starting, and energetic. This person must have a genuine empathy for client and a willingness to help others.

At SOS, we strive to support our most valuable asset: our people. That is why we offer competitive salaries and an attractive package of benefit programs, including:

- Company sponsored health insurance: medical, dental, and vision
- Company paid life insurance
- Health Savings Account for health care
- Company paid short- and long-term disability coverage

Responsibilities:

- Responding to client callouts and field dispatches.
- Meeting with the client to determine the nature of the service or repair.
- Conducting routine equipment servicing out in the field.
- Inspecting and troubleshooting equipment failures.
- Repairing equipment and replacing faulty parts.
- Installing and testing new equipment.
- Providing preventive equipment maintenance.
- Providing technical training on new equipment installations.
- Maintaining equipment stock in the company vehicle.
- Completing job reports.
- Utilizes client service training to establish rapport and assist customers.
- Maintains up-to-date training regimens to achieve the goal of the best possible client service in the most efficient time and the least possible cost.
- Additional duties and responsibilities as assigned.

Requirements:

- Must have very pleasant telephone demeanor and be able to demonstrate good client service and telephone skills.
- Field Service Engineers must be familiar with company policies and be able to communicate with clients in regard to services the company provides with a high degree of accuracy
- Must be able to work with other employees and management to get the job done correctly and in the best interest of our clients, while abiding by Company policies and procedures.
- Knowledge of industry is recommended but not required.
- A minimum of two years' experience including hands on training or client service is preferred.
- Must be able to type 35wpm on a standard keyboard as well as perform other basic clerical operations.
- High school diploma or equivalent required, Associates degree preferred.
- Job requires sitting, walking, bending and lifting for prolong periods of time.
- Must have full range of body movements including use of hands and feet.
- Must have command of all five senses sight, hearing, touch, smell and taste. Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus.
- Must be able to lift up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.