

Repair Technician

American Film & Machinery (AFM)

Corona, CA

AFM a division of Engage Technologies Corporation, a supplier of heavy-duty shrink sleeve labeling has an immediate opening for a Repair Technician at our California location.

SUMMARY

Provide support to customers through technical phone support, and bench repairs. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of task and works under general supervision. A certain degree of creativity and latitude is required.

KEY RESPONSIBILITIES:

Service Support:

- Provide technical phone support to customers including extended hours of support.
- Perform in-house repair of industrial sleeves and heat tunnels.
- Provide professional customer service.
- Access bills of material and drawings to support repair efforts.
- Document work performed, time and parts used to complete duties. May access computerized returned-goods system to enter updates or obtain information.
- Advise supervisor or other departments of unusual damage or failures that may have been caused by Squid design, assembly or shipping efforts.
- Recommend changes to design, assembly or packaging procedures to improve product serviceability, performance or durability.
- Adhere to department policies for warranty and service repairs.
- Follow customer's site requirements for personal protective equipment, behavior, etc.

Miscellaneous:

- Maintain accurate inventory levels by following inventory processing procedures.
- Work safely. Maintain safe, clean and organized work area.
- Train coworkers as assigned.
- Setup and testing of new machines.
- Involved with first article testing for customers.
- Assembly and light fabrication.
- Other duties as assigned.

QUALIFICATIONS:

Minimum Requirements:

- High school diploma or equivalent.
- Minimum of 5-10 years related experience.
- Intermediate understanding of electronics and PC networking.
- Strong electro-mechanical aptitude with good trouble-shooting skills.
- Ability to provide professional customer service.
- Excellent written and verbal communication skills
- Ability to handle multiple tasks and manage time effectively.
- Ability to work independently.
- Good knowledge of Microsoft Word and Excel.
- Ability to operate general office equipment such as telephone, copier, fax, computer, etc.

Desired Requirements:

- Associates degree in a technical specialty.
- Previous experience servicing electro-mechanical products.

Engage Technologies Corporation offers a competitive compensation package, including medical and dental benefits and company matched 401(k)/Profit Sharing. Submit cover letter & resume to the Human Resource Department by email mswanson@engagetechnologies.net fax (763) 795-8867 or by mail to Engage Technologies Corporation, 7041 Boone Ave N, Brooklyn Park, MN 55428.