

**Title:** Field Service Technician

**Reports To:** Technical Service & Applications Support Manager

**Primary Purpose:** Provide technical service (equipment installation, training, and repair), sales support and customer service on products sold and supported by JP Plus. Manage all on site installation, repair, maintenance and test tasks. Field Service Technicians are part of the Advanced Support Team.

**Primary Duties & Responsibilities:**

- **Provide field service & technical support for equipment and products sold by JP Plus/ Rowmark remotely and at customer sites throughout the United States of America.**
  - Provide onsite installation and technical training on operation, application, repair and maintenance of equipment.
  - Assist customers with problems on equipment, software and products sold by JP Plus
  - Carryout preventative maintenance service to maximize up time in line with customer production schedules and equipment specifications.
  - Maintain equipment in JP Plus locations and on the tradeshow circuit
- **Enhance the customer experience, focusing on retention and growth.**
  - Displays total account management by focusing on what needs to be done and taking the appropriate action
  - Initiating proactive action on behalf of the customer
  - Provide closed loop feedback on all escalated customer actions.
  - Deliver product/ equipment demos
  - Develop customer relationships that breed loyalty
  - Participate in and support efforts for open house events or technology showcase events hosted by JPP
  - Actively promotes the features and benefits of products sold by JP Plus
  - Actively engages and collaborates with other areas of the business to grow the business
  - Produce timely and detailed service reports
  - Understands customer needs and aligns JP Plus resources to deliver value
  - Document customer interactions within CRM tools to enhance the customer experience by providing relevant info to other internal business partners
- **Contribute positively and proactively to the JP Plus Advanced Support Team**
  - Collaborates with sales and other business partners to ensure customer and organizational success.
  - Contribute positively to the development of the JP Plus organization

- Cooperate with technical team and share information across the organization
- Represents JP Plus in a professional manner at all times and build positive relationships with customers
- **Works comfortably in a remote environment**
  - Self-motivated/organized, and operates without the need for direct supervision/guidance
  - Performs all administrative work related tasks in a timely manner.
- **Other Duties**
  - Be available and responsive to answer queries from sales force regarding technical capabilities.
  - Provide timely response to internal and external customers.
  - Train peers on equipment processes and function.

#### **Expected Attributes of Employee:**

- Exhibits a positive, professional attitude
- Shows personal drive, ambition, and always maintains integrity
- Demonstrates honesty and trustworthiness, responsibility, and accountability
- Sets personal and professional goals, while demonstrating high work ethics
- Balances issues emotionally and objectively
- Communicates at the most direct level; Strong verbal, written and interpersonal skills
- Exhibits a strong focus serving the customer with attention to detail; Able to communicate effectively with all types of people.
- Effective analytical and trouble shooting and multi-tasking skills.
- Motivated to meet/exceed goals with a passion to learn in a fast-paced, deadline-driven atmosphere.
- Works effectively as a team member or independently to achieve goals/objectives.
- Self-directed, motivated, organized, requiring limited direction.
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

#### **Qualifications:**

- 3-5 years of experience installing, converting, maintaining, and/or repairing equipment. Experience in servicing inkjet printers is a plus.
- Associates degree or greater in a technical field of study is favorable.
- Proven field service experience
- Solid knowledge of electronics, MS office software, pre-press software applications (CorelDraw, Adobe Suite, etc.). Light mechanical skills/knowledge.
- Able to meet the physical demands of the job, including: working with hands, ability to kneel or crouch for extended periods of time, ability to lift 50lbs, ability to team lift weights greater than 50lbs.
- Able to learn and become proficient in the use of existing and new technologies.
- Ability to solve practical problems and deal with a variety of variables in situations where limited standardization exists.



- Ability to interpret instructions furnished in written, oral, diagram, or schedule from.
- Ability to troubleshoot, test, repair and service technical equipment
- Available to travel: "on call" to customer's location for installation/service, tradeshow, training sessions, etc. Travel can be expected up to 50% or more of the time and may be required with little notice
- Maintains valid driver's license with a favorable driving record.

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**Johnson Plastics Plus** is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark brand, JPP strives to provide world class products and service to our customers each day through our distribution facilities located throughout the U.S.

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Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: [kwinner@rowmark.com](mailto:kwinner@rowmark.com)