



Location for this position:

Rowmark
5409 Hamlet Dr.
Findlay, Ohio 45840

Title: Sublimation and Digital Printing Technical Service Specialist

Primary Purpose: Work closely with customers with the installation and maintenance of sublimation, ink jet and digital printing equipment, Train customers on the proper use and care of the equipment. Serve as a subject matter expert answering technical and application questions.

Expected Attributes of Employees:

- 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.

Qualifications:

- 3-5 years of experience installing, converting, maintaining, and/or repairing digital printing equipment. Experience in servicing inkjet printers is a plus.
- Associates degree in electronics field of study (at a minimum) is favorable.
- Solid knowledge of electronics, MS office software, pre-press software applications (CorelDraw, Adobe Suite, etc.). Light mechanical skills/knowledge.
- Able to learn and become proficient in the use of existing and new digital printing technologies.
- Available to travel: "on call" to customer's location for installation/service, tradeshow, training sessions, etc.
- Maintains valid driver's license with a favorable driving record.

Primary Duties & Responsibilities:

- Provide timely and relevant technical and application services for customers related to the best practices, installation, calibration, maintenance, trouble-shooting and repair of sublimation, ink jet and digital printing equipment over the telephone.
 - Resolve issues related to software, hardware and configuration.
 - Diagnose, troubleshoot and repair equipment, as needed.
 - Assist existing, and prospective customers in the best practices relating to the use of digital printing equipment, inks, media and accessories.
 - Train on preventative/routine equipment maintenance best practices.
- Remain "on call" for technical support and travel as needed.
- Travel to trades shows, open houses and customer locations is required. Assist and present technical information at company sponsored seminars and workshops. Travel is expected to be 30% - 40% of the time.



- Support product sales by referring interested parties to sales representatives for follow-up with accurate data entry in HubSpot.
- Demonstrate digital equipment for customers in support of sales.
- Conduct product testing and report findings/results as requested.
- Update/maintain all customer / technical service-related information in HubSpot database.
- Remain updated on technical changes within the product line through study of bulletins, schematics, manufacturers' information, and manufacturers' training seminars or programs.
- Ensure all Fab Shop equipment is in good working order.
- Assist as requested in training new members of the digital printing group on the proper use and operation of the equipment.
- Assist in the packing, shipping, and set-up and tear down of product equipment at trade shows, sales meetings, open houses and seminars.
- Assist with the development of digital printer(s) operations manual/troubleshooting guide.
- Execute refurbishment of consignment / used and showroom equipment.
- Maintain the organization and neatness of technical refurbishment area.
- Assist with the creation of "how to" videos to demonstrate the various applications of the software and equipment as well as troubleshooting methods
- Assist Fab Shop in producing high quality customer / prospect samples for inquiry fulfillment, trade shows, open houses and in-house inventory.
- Complete all required paperwork, work orders, field performance reports, and expense reports in a timely and complete manner.
- Complete all other projects and tasks assigned by Supervisor.

At Rowmark and Johnson Plastics Plus, we are passionate about making our customers look great!

Rowmark proudly manufactures, markets and distributes of a wide array of innovative and quality products for our customers primarily in the awards, recognition and signage markets.

Founded in 1997, our company has developed into the leader in the markets we serve. Our state-of-the-art manufacturing, warehousing and distribution systems continue to be keys to our success.

As part of the Rowmark family of companies, Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. JPP strives to provide world class products and service to our customers every day with eight distribution points throughout the United States.

Rowmark 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