

Position: Customer Support Engineer/Technician

Description: *Durst Image Technology US, a growing Rochester-based company that sells and services large format ink jet printers in the U.S., is seeking candidates for phone and field technical support positions in Rochester NY.*

Candidates must have solid mechanical skills and experience with troubleshooting electro-mechanical systems. Technology specific training will take place in Rochester and at customer sites throughout the U.S.

This is a position with rapid growth potential. Support Technicians provide timely and cost effective installation, repair and technical support of Durst products and promoting/maintaining a high level of customer satisfaction with Durst products and services.

Duties include:

- *Troubleshoot and perform repairs to electro- mechanical systems and sub-systems*
- *Maximize Durst equipment uptime through timely, response and effective/efficient repair and maintenance to ensure high levels of customer satisfaction*
- *Communicate and interact with customers, sales and other service counterparts in a positive, courteous and professional manner and always present a professional image to Durst customers*
- *Provide troubleshooting phone support for customers*
- *Provide on-site service repairs*

These support positions can lead to career advancement opportunities such as advancement to Field Service Engineer status, senior tech support, or Sr. Field Service Engineer

Travel: *In the U.S. 25%-50% variable*

Location: *Rochester. Relocation opportunities available upon the completion of training.*

Education requirements: *Associate degree or equivalent training or experience*

Desired experience and skills:

- *Proficiency with PC operation*
- *Mechanically inclined with good dexterity*
- *Excellent communication and customer service skills*
- *Proficiency with reading schematics and wiring diagrams*
- *Hands on experience with hand tools*
- *Good driving record*

Physical Requirements: *Candidate must be able to lift 75 lbs and push, pull and reach for boxes and parts weighing 75lbs.*

Apply: HR@DurstUS.com with a Word or PDF resume. Cover letter is recommended, not required. Applicants are encouraged to reference in their email any non-work related experience that are relevant to the skills required for this position.