

**Title:** Field Service Technician

**Location:**

**Type:** Full Time

**Direct Supervisor:** Service Manager

Advanced Business Methods is seeking a full-time Field Service Technician to perform the responsibilities of identifying and repairing issues with office technology equipment such as copiers, printers, scanners, etc.

**Advanced Business Methods** is a customer service focused company that has been in business for over **50 years** with current locations in West Fargo, Grand Forks, Bismarck, Minot, Dickinson and Williston. At ABM, we are in the business of helping businesses become more efficient through the implementation of state-of-the-art document production devices and several managed solutions that help enhance specific areas of a business, including managed print services and document management. We are proud to be a 100% employee-owned business!

**Our Mission:** We grow our business by providing excellent products, superior services and support in an ethical manner thereby improving the lives of our employees and customers, resulting in a positive impact on the communities we service.

### **Responsibilities**

- Participate as a full member of our service work group by contributing to the group's productivity
- Provide excellent customer service by repairing and servicing office technology equipment at a customer's location
- Troubleshoot equipment to identify the malfunction, then perform mechanical or electrical adjustments
- Diagnose and repair equipment using product manuals, AC-DC multi-meter, laptop and manufacturer tech support
- Manage assigned parts, tools, vehicle, laptop and cell phone
- Attend training classes provided by our in-house trainer
- Take responsibility for the satisfaction of the customer by providing timely and courteous service

### **Qualifications and Skills**

- A background in basic networking, electronics or previous experience working with mechanical components are a plus. Any experience with office equipment is also appreciated. ABM does have a trainer and will provide training for any level of experience.

## **Benefits**

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life and disability Insurance
- Employee Assistance Program
- Vacation Time
- 401k with Employer Match
- ESOP