Installer Job Description

Installation and Service Technician Job Responsibilities:

* Serve customers by installing and servicing systems and products.

Installation and Service Technician Job Duties:

* Serves new and existing customers by analyzing work orders, planning weekly and daily travel schedule, troubleshooting hardware, and resolving problems.
* Assess and prepare for site visits, gathering components and parts, completing installation, and qualifying install with validations.
* Build and maintain rapport with customers in person, identifying and explain solutions, suggest in person improvements to procedures for customers, and recommend system improvements to PharmaWatch team.
* Keeps personal equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, and performing preventive maintenance.
* Document service and installation actions, reports, logs, and records. Maintain customer confidence by keeping service information confidential within PharmaWatch.
* Updates job knowledge by participating in educational opportunities. Accomplish operations and organization mission by completing related results as needed.

Installation and Service Technician Skills and Qualifications:

Electronics Troubleshooting, Analyzing WiFi & Cellular Signal, Real Judgment, Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Results Driven, Supply Management, Informing Others