



## **Field Service Technician**

### **Description**

#### **Reporting to Support Management, the key responsibilities of the position are to:**

- Diagnose and troubleshoot Stratasys 3D printers and software issues via phone and/or email.
- Travel to customer locations as needed to perform installations, training sessions and repairs.
- Document legibly and accurately all work completed according to company policy and submit data daily.
- Contact vendors via telephone to obtain repair items, components, and information as needed.
- Build and maintain customer relations in field to ensure excellent customer service and enhance the company's image.

#### **Requirements:**

- Ability to gain entrance into high security facilities.
- Strong written, verbal and listening skills.
- Prior experience working with electro-mechanical systems.
- Strong computer skills such as configuring network settings, installing software, and software troubleshooting.
- Proficiency with Microsoft Excel, Word, PowerPoint, and Outlook.
- Ability to work around a constantly changing daily and weekly schedule.
- Ability to travel 3-4 times per week with occasional overnight stays.
- Reliable vehicle capable of traveling throughout New England.
- Must be a self-starter that needs little management input to accomplish assigned tasks.
- Fluency in English.

Pay range: \$50,000-65,000 per year

Additional benefits: Health insurance, Paid Time Off, Retirement Plan

This is an opportunity to join a growing company in an exciting and rapidly evolving technical field. For consideration, please email cover letter and resume to: [chrisr@rnd-tech.com](mailto:chrisr@rnd-tech.com) and [justincoutu@rnd-tech.com](mailto:justincoutu@rnd-tech.com).