

# International Service Technician

---

Reports to: Field Service Supervisor

Classification: Non Exempt

Date: 2/21/07

Division: Las Vegas, NV

Department: Customer Service

Approved:

---

## **JOB SUMMARY:**

Positions, installs, modifies, and repairs JCM product line for international customers. Provides technical support to end-users.

## **ESSENTIAL FUNCTIONS:**

1. Receives emergency and scheduled installation, repair, and inspection assignments.
2. Plans and performs work requiring a thorough knowledge of electrical and electronic theory and principles, and principles of operation and application of electronic test equipment.
3. Plans out details of working procedure to determine material or replacement needs and determines a logical approach to repair problems.
4. Services electronic equipment by checking, testing, and replacing faulty components.
5. Provides technical support for customers and end-users.
6. Informs group leader or supervisor of issues and corrective actions taken.
7. Functions as a team member of the Preventative Maintenance program, having interactions directly with customers.
8. Prepares written trip reports, project status reports and expense reports

## **ADDITIONAL RESPONSIBILITIES**

1. Listens to customers questions or problems, and provides answers from knowledge of "most frequently asked" questions and researches manuals for answers to other questions.
2. Assists "customer troubleshooting" of equipment when necessary.
3. Required to work a "stand-by".

## **EDUCATION AND EXPERIENCE**

- AA in Electronics or equivalent experience
- Minimum of 3 years experience working in customer service department and international technical support capacity required.

## **JOB QUALIFICATIONS:**

- Extensive technical knowledge of electronics as determined through the job selection interview.
- Bilingual English and Spanish both oral and written communication skills required
- General knowledge of JCM products a plus.
- Be able to obtain and maintain gaming licenses in necessary jurisdictions required
- Be able to travel internationally, outside the United States, up to 50% of the time required
- Must be able to work or travel during weekends.
- Be able to work overtime whenever required.
- Have a valid driver's license and be eligible to obtain a US passport required.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job the work requires some physical exertion such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities ; recurring lifting

of moderately heavy items such as record boxes test equipment, product boxes. The work may require specific but common characteristics and abilities such as above average dexterity, full color vision, etc.