

Project Technician I

Reports to: Field Service Manager

Division: JAC

Classification: Nonexempt

Department: Customer Service

Date: 11-30-2021

Approved:

JOB SUMMARY: Provides technical support to end-users, positions, installs, modifies, and repairs JCM product line. May supervise other technicians on specific projects in the field.

ESSENTIAL FUNCTIONS:

1. Receives emergency and scheduled installation, repair, and inspection assignments.
2. Plans and performs work requiring a basic knowledge of electrical and electronic theory and principles, principles of operation, and application and use 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 manager of issues and corrective actions taken.

ADDITIONAL RESPONSIBILITIES:

1. Listens to customer 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. Ability to install/uninstall an application program on a Windows based PC.
4. Other duties as may be assigned.

EDUCATION AND EXPERIENCE:

- AA in Electronics or equivalent experience required.
- 1-3 years' experience working in a customer service department, or field technical support capacity with lead responsibilities required.
- 1-3 years of experience working on computer networks providing the technical support and computer support necessary to maintain the network in top working condition is a plus.
- Familiar with Windows 10 and Windows Server 2008 - 2019 is a plus.
- Basic knowledge of the following concepts: Domains, Active Directory, and IIS is a plus.

JOB QUALIFICATIONS:

- Basic technical knowledge of electronics as determined through the job selection interview.
- General knowledge of JCM products is a plus.
- Be able to obtain and maintain gaming licenses in necessary jurisdictions, travel documents, etc.
- Be able to travel, out of state, often, for periods of 3 weeks or more per month.
- Must be able to work or travel during weekends and holidays.
- Must be able to work overtime whenever required.
- Must have a valid driver's license and clean DMV record.

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.