

**Job Description:**

The Installation/Service Technician is responsible for assembling, transporting, installing, configuring, and networking arcade and skill-game machines in business locations. The Installation/Service Tech will work closely with the home office and will be required to submit accurate records for installations, service repair calls, and monetary transactions. Customer service experience and good communication skills are required.

**Essential Duties and Responsibilities:**

- Install, network, and configure machines at new customer locations.
- Educate customers on the proper use and basic troubleshooting of the installed equipment.
- Complete all necessary documentation related to the installation and servicing of equipment.
- Maintain accurate inventory of all resources and parts.
- Maintain excellent communication with customers, the home office, and other team members.
- Diagnose and repair malfunctioning equipment.
- Test repairs to ensure the problem has been resolved.
- Perform preventative maintenance, including cleaning of equipment.
- After hours and on-call support as needed.
- May perform other duties as needed

**Qualifications:**

**Education:** High school diploma

**Experience:** 1-2 years' experience including:

Installation, maintenance and repair of arcade and amusement machine hardware and software or

installation, maintenance and repair of computer and AV hardware and software.

Basic knowledge of TCP/IP networking.

Prior experience in a customer facing service environment.

Prior experience training and supporting customers.

Proficiency in using mobile applications and common business software.

**Competencies:**

Customer service oriented with the ability to build rapport and cultivate long-term business relationships.

Exceptional attention to detail and documentation skills.

Ability to identify and solve problems in a fast-paced environment.

Exceptional oral and written communication skills.

Experience working in a team-oriented, collaborative environment.

**Licenses/Certifications:** Must have a valid driver's license with a clean driving record.

**Background Check:** This position requires a criminal background check.

**Physical Demands:** The position requires significant arm, hand and finger dexterity, coordination, near vision and control precision. Moving heavy equipment/objects is a daily part of the job.

**Travel:** Light travel is anticipated.

Job Type: Full-time

Salary: \$20.00 - \$22.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Health insurance
- Paid time off

Schedule:

- Monday to Friday

Experience:

- Customer service: 1 year (Preferred)

Work Location: Multiple Locations