



Customer Service Technician

Job Description

Customer Service Technician

Job Title: Customer Service Technician	Location: Warminster, PA
Direct Report: Integration Manager	Email resume and cover letter to: hr@orbitfr.com

About:

The Microwave Vision Group - MVG - (SATIMO, ORBIT/FR, MVG-EMC) delivers innovative EMC and antenna measurement systems and components. Through the combined strengths of the four companies that comprise the Group, we offer the broadest product portfolio available, a strong worldwide presence with localized support, and integrated project management capabilities.

We are committed to improving the field of antenna and EMC test and measurements through continuous innovation. We are dedicated to serving the needs of the telecom, aerospace, defense, university, R&D, industrial safety, and material measurement communities.

Job Summary:

We are currently searching for an Installation & Calibration Service Technician with 5+ years of experience in a similar role to support our North America customer.

The Installation & Calibration Service Technician ensures that products perform to the stated product specifications and meet the customer's expectations for their stated application needs and performance. Develop long-term customer relationships by providing exemplary service and support to assure service contract renewals to help build year-to-year service revenue.

This position provides services at the customer location which include but are not limited to calibrations, installations, training, repairs, and technical support for MVG customers in compliance with our quality management system.

Job Responsibilities/Duties:

- Responsible for implementing MVG hardware product(s) & systems, in-house integration, phone support to customers.
- Responsible for any in house and on-site repairs.
- Has the ability to consult with customers to coordinate repair work.
- Has the ability to review schematics, blueprints, manuals, and other specifications to determine procedures and scope of work.
- Responsible to independently operate MVG system(s) to demonstrate functionality and report malfunctions. This includes having the ability to interpret maintenance manuals, schematics, and wiring diagrams, and repair equipment.
- Has the ability to communicate technically with customers in servicing and repairing equipment.
- Consults with engineering personnel to resolve problems in system operation and perform maintenance. Must escalate issue to management if issue persists and could affect customer satisfaction & overall performance.
- Responsible for assuring the quality of service delivered in support of MVG customers.

- Responsible for training other team members in the various aspects of the job. This may include but is not limited to electric interfaces, subsystems, turnkey systems, & tools/instruments for onsite use.
- Must be able to track all support activities with detail summaries within the customer relationship management system.
- Ability to continuously update & organize the customer relationship management database with new information received from our customers.
- Demonstrate the ability to be organized and follow through on customer inquiries in a timely matter.
- Responsible for troubleshooting over the phone, documenting the customer contact, works with manufacturing on the repair process, as required.

Qualifications:

- US Citizen
- Have a valid driver’s license
- Must pass a background and drug-screen test
- Preferred: Degree in Electronics, Electro-Mechanical Engineering or similar
- 3-5 years of desired experience in low-voltage, heavy duty electrical equipment
- Proficient with MS Windows and its office programs
- Strong written and verbal communication skills
- Ability to work while stooping, crawling, reaching, lifting heavy boxes/equipment with and without assistance.
- Ability to operate tools such as hammer drills, grinders, saws, etc.
- Ability to operate metrology equipment such as a theodolite or laser tracker is a plus
- inquiries
- Efficient customer relationship development skills

Additional Requirements:

Description	100-75%	75%-50%	<50%
Process Improvement in Field Services			X
Operate Rigging Equipment			X
Working in Tight Space/Enclosed Area(s)			X
Working on High level Area(s) [Example: Roof]		X	

**// ORBIT ADVANCED TECHNOLOGIES, INC.
MVG**

650 Louis Drive, Suite 100,
Warminster, PA 18974
Phone : 215-674-5100 Fax: 215-674-5108

www.mvg-world.com

