



Field Service Engineer – South Central United States.

Summary: Provide high-level on-site technical service and support to clients/customers; responsible for testing, diagnosing, repairing and documenting services of all Dynex Technologies products at customer site or at factory depot. ***This position is responsible for the territory of the South Central United States and must have reasonable access to airports for frequent travel.***

Responsibilities: Test, diagnose, and repair Dynex products; Effectively communicate with customers so that they are completely satisfied; Provide same day or within 24 hours response to customer phone calls and e-mails within one hour of dispatch and follow up within 24 hours after the service is completed; Effectively communicate with Dispatch and Dynex personnel to report your Daily status, service ETA, completed service call information, problems, opportunities, costs and needs of customers; Thoroughly cleanup work area upon completion of a service repair job; Maintain documentation for all ECN, technical bulletins, versions of hardware, firmware, and software for Dynex products; Complete Service orders and customer survey's on-site and obtain a customer signature for all completed work. Complete service reports within 24 hours of returning from field service visits; Complete expense reports within 1 week after last field service visits for that week; Quote on Billable instrument repairs within 3 days of receipt of a quote request/approval; Complete in-house repairs and on site repair of instruments in the given mean time.

Qualifications: AS degree in electronic technology or equivalent. 3 to 5 years of experience. Must be able to travel 60-99%. Proficient in CRM/service software, Word, Excel, Power Point and Outlook.

Dynex Technologies is an Equal Opportunity Employer and provides medical, dental, life and disability insurance, Section 125, 401(k), flexible schedules, educational assistance and a great work environment!

Please forward resume including salary requirements to kbhatia@dynex.com.

Visit our website www.dynextechnologies.com.

No Recruiters Please.

