



Job Title: Field Service Engineer – New York, New Jersey

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.

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.

Supervisory Responsibilities: None

Qualifications: AS degree in electronic technology or equivalent. 3 to 5 years of experience. Must be able to travel 60-99%

Computer Skills: Proficient in CRM/service software, Word, Excel, Power Point and Outlook.

Work Environment: Field/main office/laboratory conditions. Considerable travel (60-99%)

Physical Requirements: Must be able to meet National Institute for Occupational Safety & Health (NIOSH) Standards.

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.**

