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# Example of Services Technician Job Description

Our growing company is searching for experienced candidates for the position of services technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for services technician

* Utilize resources to upsell and explain competitive edge
* Effective use of persuasive techniques to overcome objections
* Troubleshoot and resolve service and technical problems using remote control tools with PC/MAC and tablet
* Troubleshoot and resolve issues when the customer is using a smartphone app
* Meets retention, sales and customer service performance metrics
* Explain and instruct the customer on the value and operation of the product and service
* Retain customers at high risk for churn
* Completes a daily walk-through of the department to ensure that supplies are properly stocked with working durable equipment at all times
* Mobile and portable radio repairs, removal, programming and installs, including antenna repairs, construction, removal and installs sirens/light bar repairs, removal and installs
* Requires a clean driving report acceptable by Company standards

## Qualifications for services technician

* Understanding of wired and wireless home networks using multiple network technologies such as cable modems, routers, printers, (DNS, DHCP, WAN, LAN, TCP/IP, Port Forwarding)
* Successfully pass our technical test and complete our interview process
* Demonstrated ability to listen, diagnose troubleshoot and solve technical and service related issues
* Ability to follow written instructions and integrate changes in instruction effectively
* 1 year of related experience in a customer service and/or technical support environment
* Working knowledge of computers, smart phones, tablets and other peripheral devices