



# Example of Tech, Service Job Description

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Our company is growing rapidly and is looking to fill the role of tech, service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for tech, service

- Analyze results, maintenance logs and all other associated documentation
- Diagnose and repair all company products to the prescribed levels
- Provide customer assistance when interfacing with both internal and external customers to achieve an effective customer support event
- Record all pertinent repair activities with appropriate detail in the business CRM systems
- Prepare technical reports and Quality Control data for service events as required
- Close-up multi sectional units and ensure doors and windows are shut on idle fleet
- Office maintenance and repair as assigned
- Provide training and direction to other service personnel to ensure standard work instructions, best practices, work orders, timesheets, and company guidelines are followed
- Perform system checks and maintenance on HVAC systems per company guidelines
- Ensure that routine maintenance is performed according to established schedules and procedures

## Qualifications for tech, service

- Interest in bioinformatics data analyses and their biological context
- Experience with complex server systems including GRIDs is considered a

- Critical thinking and problem solving skills to analyze, define, and solve complex technical customer concerns
- Exceptional team player, comfortable working in a highly skilled group of scientists from diverse backgrounds Excellent customer service skills, enthusiastic attitude, and solid work ethics
- Comfortable with interfacing users via email, phone, WebEx and in person