ATTENTION

Computer Related Program Majors!

NCR is hiring a Field Service Technician II

Job Title: Field Service Technician II  Location: Rochester NY

As a Field Service Technician, you are part of our services support team and your passion for providing exceptional customer service contributes to our world class high level of customer satisfaction. Acting as a first line response to customers on-site in your assigned territory you will communicate in an open, helpful, and engaging manner with your focus being finding the right solution with each customer. You will connect with our customers to address questions and resolve various problems on-site (some uncommon), knowing when and who to turn to for support. You will organize, triage customer issues, and even handle some problems before they start. No matter the situation, your formal training (provided through NCR) will allow you to provide customers what they need when they need it. Additionally, you will always be on the lookout for preventative measures you can take, escalate issues, and serve as an ambassador for the NCR brand. Your goal is to keep our customers completely assured and satisfied through your technical expertise and consistent and constant communication.

Job responsibilities include but are not necessarily limited to:
- Responding to customer installation, maintenance, and service calls promptly and effectively
- Servicing electromechanical equipment like ATMs and self-checkout systems within an assigned territory
- Overseeing hardware maintenance, installation, network management, multi-vendor maintenance, and software support
- Utilizing your technical skills on products like peripherals, large system printers, plotters, enterprise level servers, communications equipment, networks, and item processing sorters (for example, Ethernet, Token-Ring, StarLAN, NetBIOS, X.25, etc.)
- Performing maintenance repair and system overhauls (like modular swaps and unit replacements)
- Managing everything from network faults and traffic, to configuration, security, and remote system access
- Capturing customer information to complete invoicing
- Logging all customer calls and activity and tracking all expenses incurred in the delivery of services

Job requirements and basic qualifications:
- Knowledge of systems architecture, database management systems, and network/system management
- Familiarity with large servers, mainframe computers, and imaging software
- A+ Cert., CompTIA, N+ Certification, PC skills, basic electronic skills, & some specific hardware/operating system familiarity
- One to three years of related experience (but more than that is always a plus)
- Working knowledge of Microsoft Office Suite, Windows XP, and Windows 2000
- High School Diploma or GED (Associate Degree or higher preferred) - Must be authorized to work in the U.S.
- Must be at least 21 years of age
- Must have a valid driver's license and driving record that satisfies NCR fleet requirements
- Ability to perform essential functions of the job with or without a reasonable accommodation
- Essential functions of this position include prolonged travel with driving several hours per day, rotating and weekend shifts, carrying and lifting tools, parts, and equipment weighing up to 50 lbs without assistance, bending, squatting, walking, standing, sitting, reaching, working with your hands, and repetitively grasping and manipulating objects of varying size and weight requiring fine motor skills and hand-eye coordination for prolonged periods of time.
- Three weeks of job-related training will be provided within the dedicated NCR Facility, but foundational knowledge and experience in these areas are key.

Benefits
- 7 Paid holidays
- 401K savings and retirement plan
- Paid vacation
- Medical insurance available immediately
- 6 Paid floating holidays

How to apply:
https://ncr.wd1.myworkdayjobs.com/ext_us/job/ROCHESTER-NY-USA/Field-Service-Technician-II---Rochester-NY_R0096793

Career Services
MONROE COMMUNITY COLLEGE