 Document type: Job Description	Document Number: JD054	
Job Title: Service Depot Technician	Revision A	Authored Date: 2021-04-05

Department: Depot Repair

FLSA Status: **Exempt** **Non-Exempt**

Job Summary: Responsible for testing, diagnosing and repairing all Dynex Technologies product at the factory depot. Provide high-level technical support to clients/customers. Needs to perform test processes to ensure and verify equipment/instrumentation repaired by DYNEX conforms to published specifications.

Essential Functions: Diagnose, repair, test and verify proper performance of Dynex products. Effectively communicate with customers so that they are satisfied. Effectively communicate with Dynex personnel to report problems, opportunities, costs and needs of customers. Thoroughly cleanup work area upon completion of a repair job. Maintain documentation for all versions of hardware, firmware, and software for Dynex products. Complete repair documents with details and accuracy. Complete in-house repairs in the given mean time. Verify that all tests have been performed and are acceptable prior to completion. Ensure that procedures and qualification tools used during testing are correct.

Supervisory Responsibilities: None.


Success Factors: Effectively contribute to customer satisfaction by reducing instrument turnaround time and future failures. Strong problem solving skills. Excellent communication and interpersonal skills.

Minimum Qualifications / Education: Ability to read, write, speak and understand English. Two year's mechanical / electrical assembly and test experience.

Computer Skills: Proficient in MS Office and Outlook. Experience with different CRM systems.

Work Environment: In-house service area.

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

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EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
 (Employee's Name - PRINT Name)

 Employee's Signature Date: _____
 YYYY-MM-DD

 Supervisor's Signature Date: _____
 YYYY-MM-DD