



Job Title: Field Service Engineer – New York/New Jersey (and Surrounding Areas)

Department: Tech Support & Service

FLSA Status: Exempt

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.

Essential Functions: 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

Success Factors: One must have the ability to work independently with little direction or supervision; dependable, self-motivated, highly organized; able to prioritize multiple tasks from multiple sources. Willing to take on and resolve a variety of tasks and document results.

Minimum Qualifications/Education: 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.





Additional Benefits/Compensation Offered:

Competitive Salaries

Full Medical/Dental Benefits Package, +

401K w/ Matching Company Contribution

Robust Vacation/Sick Leave Package

13 Paid Special Leave/Holidays Annually

Tuition Reimbursement

Paid Training

Remote Working Opportunities (*may not be available for every position*)

Company Provided Life Insurance, Short-Term, and Long-Term Disability

DYNEX Technologies, Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, including sexual orientation and gender identity, national origin, disability, protected Veteran status, or any other characteristic protected by applicable federal, state, or local law. DYNEX Technologies 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 fwalker@dynex.com.

Visit our website www.dynextechnologies.com.

*No Recruiters please.

