



Job Description – Precision Laser

Service Technician

(All Techs)

Summary: Completes repairs and installations in a safe and timely manner. Installs new parts when needed to assure that the equipment in repair, is working to Precisions Laser’s expectations. Performs the duties listed below and on the detailed position job descriptions that accompany this general description.

Duties and Responsibilities: Include the following. Also see available descriptions that detail the positions required to maintain the PLI technical support group. You can get these from the Service Manager.

1. Pre-inspects systems or units upon assignment from Shop Manager.
2. Applies knowledge and ability to perform technical repairs according to schedule.
3. Diagnosis and troubleshoots problems with appropriate equipment to determine most efficient course of action.
4. Estimates repair costs and obtains authorization prior to beginning work for all repairs.
5. Completes repairs in a timely manner.
6. Recommends and explains additional repairs when needed.
7. Finalizes repair order information to include pricing for the customer.
8. Communicates with Shop Manager to obtain repair parts and components and to verify completion of the repair.
9. Responds to customer inquiries and provides price information as requested.
10. Inspects and tests equipment prior to signing off and shipping to customer.
11. Maintains the service area in a safe and orderly manner.
12. Takes necessary courses required by PLI to update and learn new capabilities for the benefit of the Tech and the Company.

Qualifications: To perform this job successfully, the individual must be able to perform all the tasks listed above and below satisfactorily. The requirements listed below are



representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High school diploma or GED minimum required. Two to Four years related experience and/or training in the detailed position being performed. All required training courses required to perform the job to PLI satisfaction. Updating and continuing education on new products and equipment is required periodically.

Language Ability: Ability to read and/or interpret documents such as safety rules, OSHA requirements and MSDS sheets. Ability to write routine documents and documentation that is required for this position. Ability to communicate affectively to group or supervisor is necessary.

Math Ability: The ability to calculate figures and amounts such as discounts, commissions, part costs, proportions, percentages and volumes. Ability to apply basic concepts of math and algebra is required.

Computer Skills: The individual should have knowledge of word processing software, inventory software, order processing and billing and invoicing software.

Work Environment: The work environment characteristics described here are representative of those a team member encounters while performing the essentials functions of this job.

While performing duties of this job, the team member is occasionally exposed to the risk of electrical shock, toxic chemicals and other hazardous material. Knowledge of the safety requirements, OSHA requirements and MSDS information is required.

Physical Requirements: The physical demands described here are those that must be met by a team member to satisfactorily perform this job.

The team member must frequently lift and/or move objects of up to 20 lbs. Specific vision abilities include close visual situations. Regularly required to use hands, is frequently required to sit, walk and reach with hands and arms. The employee may have to occasionally stoop or kneel.