



Essilor Instruments USA / Stereo Optical Job Description

Job Title: Processing/Repair Technician

Reports To: Technical Support Manager

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Manage receiving, Return Merchandise Authorizations, repair, and shipping processes for equipment.
- Ability to conduct high level assessment, diagnosis and repair activity for optometric equipment.
- Must have a mechanical inclination, or willingness to learn.
- Assist with packing and shipment of equipment.
- Must be able to shift equipment for setup and packing, and have the ability to stand for a good portion of the day and maneuver equipment up to 50 pounds.
- Communicate with Technical Support Manager regarding problems that arise from engineering, production or end user.
- Complete, maintain and process pertinent paperwork.
- Ability to prioritize multiple responsibilities to stay updated with workload.
- Must be self-accountable, and stay on-task.
- Keep work areas organized and clean.
- Represent the company in the appropriate manner in the industry including timeliness, personal habits and appearance.
- Keep Management informed of significant issues.
- Attend continuing educational seminars to maintain a high level of personal competence.
- Assist in the final testing of product upgrades and of new products.
- Provides Phone Support, Respond to customer inquiries via telephone and email in a timely manner.
- Other responsibilities as assigned by Manager.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, and work independently with minimal supervision.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Windows, SAP, NGERP, Microsoft Dynamics GP, Networking TCP/IP, and Microsoft Office.

Education and/or Experience:

Associates Degree in electronics or Equivalent Experience. Ability to read and interpret documents such as schematics, operating and maintenance instructions, and procedure manuals. Possess basic computer skills. Understands basic Networking, TCP/IP protocols.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods. There will also be occasions when the employee will be required to lift equipment up to 150 pounds and stand for prolonged periods of time.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of electrical shock.

Hours and Location:

Part-time (20-25 hours) and Dallas, Texas