



Pitney Bowes is currently seeking a Electro Mechanical Technician for an on-site location in Shoreview, MN.

Engineering the flow of and managing business critical communication is our business at Pitney Bowes. With decades of experience, we have breadth and depth that no one can match. We are the leading company that provides innovative global, integrated mail, messaging, and document management solutions for organizations of all sizes.

Our reputation for being a dynamic but stable company has been built on years of tradition and innovation. Pitney Bowes is poised for growth and offers its employees the opportunity for professional development, and to work in a flexible, caring and collaborative environment at this globally recognized and trusted company.

The Field Systems Customer Service Representative demonstrates a high level of proficiency in performing all activities associated with installing, servicing and maintaining a wide range of Pitney Bowes products in a geographic territory. This position requires excellent computer literacy/skills, working LAN knowledge, systems integration and software troubleshooting as well as some electromechanical troubleshooting and repair ability. All aspects of revenue-generating functions such as billable consulting services.

Essential Functions:

Successfully completes company-based training programs and keeps current with applicable technologies through formal education and/or other means. Educational reimbursement benefit available.

Major Duties:

- Proactively schedule and perform preventative maintenance
- Trouble-shoot customer reported problems
- Proactively monitor, schedule, and prioritize tasks to maximize customer satisfaction
- Work in a high performance team environment
- Build and help strengthen strong customer relationships
- Plan and perform equipment upgrades and new installations
- Receives technical guidance from and support Solution Architects and Systems Engineers.
- Works directly with senior staff at customer site or in other settings as required.
- Maintains current knowledge of revenue enhancement opportunities across Sales/Service/Direct Marketing spectrum.
- Provides added value to customer through recommendation of billable consulting services.

- Maintains customer solution uptime on assigned product line in geographic territory.
- Combines competent functional knowledge of equipment with customer application(s) and use.
- Plans and coordinates installations through Project Leader and/or Project Manager.

Pitney Bowes offers a competitive salary and excellent benefits including Medical, Dental, Time Off with Pay, 401K, Tuition Reimbursement, and much more.

Pitney Bowes is an EEO and Affirmative Action Employer that values diversity in the workplace. Women and minorities are encouraged to apply.

The successful candidate must be able to demonstrate the following qualifications:

- Proven performance (typically 2 years) in technical service and customer relations for pc-based and networked business equipment
- Ability to determine systems requirements and configuration
- Ability to determine peripheral communication device parameters
- Working knowledge of LAN operations
- Ability to recognize product capabilities/limitations
- Ability to analyze hardware and software problems
- Ability to actively solicit and deliver new billable consulting services
- Knowledge of Microsoft Office Applications Preferred i.e. Word, Excel, Access
- Tools and Utilities Training: Consisting of Remote diagnostic utilities, Norton Utilities, Internet Basic Concepts, Network protocols, TCP/IP
- Internet explorer, FireFox
- Working Networking knowledge
- Working Data Communications knowledge
- Basic programming skill using VBA, C#, VB .Net
- Strong Communication skills both oral and written
- Excellent listening and observation skills
- Excellent interpersonal skills and patience
- Ability to adapt to changing environment in the areas of products and technology, customer personalities and customer knowledge levels
- Shipping industry knowledge preferred
- A valid driver's license required and clean driving record required/reliable transportation required
- Ability to transport at least 35 lbs.
- Willingness to submit to a pre-employment drug screen and criminal background check

To apply: go to www.pb.com/careers and apply for position number 98470.

Thank you for considering Pitney Bowes as your next employer!

