

Job Title: Lab Technician

FLSA Status: Non-Exempt

Department: Tech Support

Date: August 21, 2009

Position Summary:

This position is responsible to the Technical Support Manager for the direction, coordination and overall management of both technical and administrative, job related functions. Job responsibilities will include maintaining the inventory of complete equipment units, designing and executing a subassembly, board, and component test plan for on-hand stock. Applicant will maintain and report the operational condition of all units assigned to the Training Department and initiate parts orders to restore all training units to operational condition. Employee is responsible for establishing and maintaining an open and active channel of communication with the Service and Technical Support/Training Departments with the goal of providing support to the departments as necessary to maintain the highest possible quality of service to our Customers. Applicants will perform other related duties such as processing expenses, time and other administrative job related activities.

Position Requirements:

Education: An Associate's degree, and or electronic military background are required.

Experience: A minimum of five years of successful service working in a technical role within the Critical Power industry. Familiarity with multiple brands of UPS equipment and experience in the Field Service or Manufacturer's Test Lab environments is essential.

Skills: Applicant must possess excellent oral and written communication skills and the demonstrated ability to download, read and modify UPS manufacturers' machine language firmware codes. Intermediate up to advanced level of computer skills required. This should include but not be limited to Microsoft Office, and Outlook. Must have the ability to work independently with minimal supervision.

Typical Physical Demands:

Normal work hours are Monday – Friday 8:00am – 5:00pm. This position occasionally requires overtime. Applicant may be required to stand up to 8 hours a day with some walking, bending, and stooping involved. Position requires some heavy lifting and computer related activities.

Working Conditions:

Occasionally will be called upon to work overtime or odd schedules. Primarily works in a Depot environment.

This Job Description does not constitute a contract for employment
