



Title: Service Technician

Skills: Customer Service, Verbal/Written Communication, MS Office, Optics, Lasers,

Classification: Full-time position

Travel: 30%, Current passport required

Reports to: Director of Engineering

Salary Range: \$75,000-\$100,000

Corporate Environment:

DPSS Lasers Inc. is a leading manufacturer of solid-state laser systems. Based in the Silicon Valley, DPSS offers an exciting fast-paced environment with opportunity for substantial growth. DPSS provides economical, creative solutions to industry needs ranging from semiconductor processing to medical bio-fluorescence. By leveraging its innovative designs and corporate agility, DPSS strives to meet the needs of targeted emerging technologies with a focus on complete customer satisfaction and aggressive revenue growth. For more information, visit: www.dpss-lasers.com

Job Description:

The Service Technician is responsible for providing technical assistance to customers and potential customers via phone, video, and email. Strong verbal and written communication skills are required. Troubleshooting skills and logic flow analysis are imperative as well. Travel is required for onsite customer service support and system installations. Other responsibilities include facilitating supply, manufacture, assembly, and test activities toward reduced waste and lower cost targets. This Service Technician will provide support for the resolution of product complaints, failure mechanisms, and reliability improvements. This role will report to the Director of Engineering.

Responsibilities:

- Provide field technical support to customers via phone, video, and email, including after-hours, holiday, and weekend phone/onsite support.
- Assure optimum equipment uptime for customers/distributors by quickly responding to customer reported problems.
- Maintain records of field service issues and actions. Use data to drive improvement of product and processes.
- Foster continually improved relations with existing customers.
- Maintain and continuously improve knowledge of wide-ranging laser applications, including the expanding DPSS product line and increasing variety of customer industries and types.
- Develop and maintain service-oriented documentation such as Standard Operating Procedures, Field Service Procedures, and Installation/Service Manuals.
- Provide ongoing technical support to production line for equipment, process, and design-related issues.
- Implement changes to continuously improve manufacturing quality.
- Maintain spares inventory and provide input on parts usage and failures.
- Provide regular communication update to Sales, Engineering, and Management teams.

Requirements:

1. 3-5 years of related experience
2. Excellent written and spoken communications skills
3. Customer/client focus
4. Exceptional time management and multi-tasking skills
5. Availability to travel both locally and internationally
6. Valid driver's license
7. Current passport

Additional Qualifications Considered:

- Organizational skills
- Logic skills
- Laser experience
- Personal effectiveness/credibility
- Results driven