



Technical Systems Specialist

GENERAL DESCRIPTION:

The Global Imaging Technician is a critical part of Global's team. Global has positioned itself as a company with an educated internal team, who can consult and educate its clients and properly integrate technical products. Without a highly skilled technical team we are unable to uphold this position.

Primary Responsibilities Include:

- Telephone technical support
- Uncrating and Installation of equipment/systems sold by Global Imaging into client workflow
- Training and Technical Support for Clients and Internal Staff
 - ✓ Training Clients on new equipment, workflow, applications and integrated system.
 - ✓ Training Global Imaging Staff Members (sales and other technical)
- Demonstration of equipment
- Product evaluation & reporting
- Color management services
- Execute seminars to educate clients and stimulate sales leads
- Participate in trade shows
- Provide competitive and technical staff updates
- Fulfill administrative requirements including meetings, reports, contact management, calendar, etc.
- Build long-term client relationships through support, education, superior customer service, and ethical business behavior.
- Represent Global Imaging, Inc. in a favorable and professional manner
- Regular travel to out of state locations, approximately 2-3 weeks a month.

Product Range

Extensive, current technical and usage knowledge will be required for each line of products on the specific manufacturers we carry, including;

- Large Format Printers
- UV Curable Printers
- Windows OS
- Proofing Printers
- Macintosh OS
- Scanners
- Solvent Printers
- Color Management

General Responsibilities

- Answer phones and assist callers with their needs
- Support Sales Department
- Take customer orders as they come in
- Assist customers as they walk in
- Act resourcefully and in an innovative way to solve problems and complete tasks
- Communicate constructively to officers and team members on problems, ideas or any other insights to assist in defining new ideas, policies and procedures
- Schedule and execute out of town trips
- Accurately complete documents which are essential for the operation of Global Imaging' business

Qualifications and Requirements

- Professional, creative and dynamic presence and the ability to communicate with people at all levels
- Excellent written verbal and phone skills at technical and professional levels
- Strong interpersonal, oral and written communication skills
- Excellent time management skills, ability to prioritize multiple tasks and handle a fast pace
- Advanced computer and keyboarding skills
- Work well in a team and independently
- Ability to see color accurately, no color blindness.

- Knowledge of color and digital color translation
- Strong familiarity with Macintosh and the Graphics industry
- Flexible Schedule for travel and installations.
- Self motivated, with strong self-initiative skills.
- Positive attitude

Physical demands include:

- Exposure to solvent inks
- Shipping, receiving and packing of equipment and supplies
- Packing and unpacking equipment for install and shipment
- Ability to lift and/or carry potentially heavy (70+ lbs) supplies, parts, and equipment
- Car and air travel, including overnight travel

NOTE: The above job description does not include all of the duties that a representative will be asked to perform while on the job. A representative will also be asked to perform other duties and handle other responsibilities. In addition, a portion of the all of the above job description may be changed or revised from time to time