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Job Opening: Service Technician

For over 30 years Apricot Designs, Inc. is an established manufacturer of Bio-Tech automated lab equipment located in the San Gabriel Valley. With offices in China and a network of distributors worldwide, we serve the lab automation needs of researchers, scientists, and lab professionals.

Job Description

This position is for a Service Technician covering the western half of the United States and all related in-house service activities and support.

Major Areas of Responsibility

- Establish direct contact with our customers while building customer satisfaction in Apricot services
- In-house and/or field service maintenance of Apricot Designs equipment
- Test prototype, production or repaired instruments as instructed
- Quickly and efficiently repair instruments in the field
- Assist with trade shows, demos and sales functions
- Create, maintain, and follow-up on service orders, cases and requests
- Review and update the service schedule as needed
- Support Apricot Designs and our distributors worldwide with technical and application support
- Produce accurate on time service reports
- Manage incoming and outgoing requests so orders and shipments run smoothly
- Communicate and coordinate shipping priorities with shipping department
- Help maintain and track service inventory
- Provide status and updates to Service Manager

Specific Qualifications of the Job

- Minimum two years of customer service, hands-on experience in troubleshooting/maintaining electromechanical equipment
- Able to handle traveling while performing field service/technical support work
- Able to maintain a great attitude with emphasis on good customer service even under pressure
- Able to coordinate and manage multiple projects at one time
- Organized, Quick Learner, Self Motivated
- Able to work independently or as part of a team
- Knowledge and experience in reading mechanical and electrical drawings
- Able to prioritize workload to meet tight schedules/deadlines
- Valid driver's license and satisfactory driving record
- Able to lift up to 50 lbs. regularly and the ability to move larger heavy instruments on occasion
- History of safe work habits
- Microsoft Office skills; especially Excel and Word
- Liquid Handling and/or CRM experience and knowledge is a plus
- Technical degree in the field is a plus

Designs that make sense

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