

NORTH STAR IMAGING, INC.



An *ITW* Company

## **Technical Service Representative**

### **The Position**

We have an opening in **Rogers, MN** for a Technical Service Representative. Responsibilities include preventive maintenance, troubleshooting, servicing and installing industrial x-ray inspection equipment.

Equipment includes electrical/electronic control, PC and PLC, motion control, industrial x-ray and imaging equipment. Candidates require an electronics degree, good mechanical skills, willingness to travel (up to 80%) and excellent customer communication skills.

### **Responsibilities:**

- Diagnosis and repair of industrial test equipment; including but not limited to high voltage generators, electrical distribution, PLC's, PC's, control software and automation components.
- Travel to customer site for preventative maintenance as well as emergency service.
- Ensure that any and all customer concerns are addressed and the appropriate follow up is taken.
- Provide customers with timely updates as to the progress of their orders.
- Assist manufacturing with system integration and installation.
- Work with the service coordinator on scheduling and billing.
- Assist customers over the phone with technical problems and troubleshooting.
- Train customers on the proper operation of equipment following an installation.

### **Requirements:**

#### **Skills and educational requirements:**

- Thorough knowledge of electronics. Electronic technology degree preferred.
- Good mechanical skills
- Strong computer skills.
- Excellent communication skills
- **Travel required; automobile and airline. Up to 80%.**

Please submit resume to: [greatjobs@4nsi.com](mailto:greatjobs@4nsi.com) or fax 763-210-6850