



Service Technician

Company Overview:

NBS Scientific is located just south of Pittsburgh in Canonsburg, Pennsylvania. NBS Scientific has over 15 years of experience in providing high quality and innovative products to the life science research market and is experiencing high growth above the market average. As a growing top provider of services and products in the life science research market, NBS Scientific sets a fast pace in order to keep with demands from a large customer base in universities, research hospitals, government accounts, biotechnology companies, pharmaceutical companies, diagnostic companies, industrial companies, and biorepositories. Our small, hardworking team prides itself on providing the best service and support to our customers. We are looking to add a Service Technician to our team that shares our same mission.

Position Description:

The Service Technician is responsible for maintaining and building the service business at NBS Scientific. This includes: onsite installations, onsite repairs and preventative maintenance, phone and e-mail support, help defining new service agreements, and finding additional opportunities to grow the total service revenue.

Responsibilities:

- Customer Support by phone and e-mail
- Onsite installations
- Onsite repairs and preventative maintenance
- Record keeping of warranty and service agreements
- Equipment checks

Tasks and Authorizations:

- Provide technical support by phone and e-mail to all customers
- Perform onsite installation and training of equipment
- Perform onsite repairs and preventative maintenance for equipment
- Log and maintain records on warranties and service agreements
- Perform equipment quality checks on new equipment and demo equipment at the NBS office
- Other tasks as needed

Requirements:

- Associate's Degree or equivalent experience
- 1-3 years of relevant experience (preferred)
- Demonstrated competency and high level of understanding of automated equipment and mechanics
- Competency in use of basic hand tools
- Excellent customer relations and organizational skills required
- Above average computer skills, including MS Office, Excel, PowerPoint, etc.