



Job Title: Field Service Technician

Fair Labor Standard Act Status: Exempt

Salary: \$55,000 -\$66,000 D.O.E. + Benefits

About Us:

Runbeck Election Services successfully innovates the process of producing elections for jurisdictions nationwide. We've expanded from producing local counties' elections to delivering customized election solutions for over 70 million voters nationwide. Embodying the spirit of "what is possible", Runbeck develops advanced equipment, software and production methods. Our processes use the latest technologies and draw from nearly five decades of expertise. Operations are completed at our state-of-the-art, environmentally friendly, secure facility designed specifically for producing election materials. Runbeck is America's Election Partner®.

Summary:

Runbeck is looking for a Service Technician to create long-term, trusting relationships with our customers. The Technician's role is to oversee a portfolio of assigned customers, develop new business from existing customers and actively maintain a high quality of service and support. This position will answer queries and identify new business opportunities among existing customers. Ultimately, a successful Field Service Technician collaborates with our sales team while keeping our customers satisfied and engaged with products and services.

Responsibilities:

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting customer relationships
- Installation and configuration of proprietary software and hardware
- Onsite installations, process development and customer training
- Develop trusted advisor relationships with key accounts
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Develop new business with existing clients and/or identify areas of improvement within the customer environment
- Documenting customer equipment and usage
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging customer requests or issue escalations as needed

Join the Runbeck Team today! Inquire at Jobs@Runbeck.net

Runbeck Election Services

2800 S. 36th Street, Phoenix, AZ 85034 :: 602-230-0510 :: Runbeck.net

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Key Requirements:

- Proven work experience in a Service Technician, Technical Services, Onsite Information Technology or other relevant role
- Experience with software related applications, MS Office Suite products and other Commercial-Off-The-Shelf (COTS) products
- Flexibility with travel and project requirements
- Experience delivering client-focused solutions to customer needs
- Listening, negotiating and presentation abilities with strong verbal and written communication skills

Additional Information:

- This position requires occasional travel
- We are proud to offer a robust benefits package well-suited to our rockstar team of election heroes!
 - Major Medical Insurance
 - Dental Insurance
 - Vision Insurance
 - Basic and Voluntary Life Insurance benefit
 - Short- and Long-Term Disability Insurance
 - Accident Insurance
 - Critical Illness Insurance
 - Employee Assistance Program (EAP)
 - IDShield
 - Pet Insurance
 - 401K Matching
 - Tuition Reimbursement

Experience/Education:

- Service Technician experience or equivalent experience
- Associates or Bachelor's is a plus

Work Authorization:

- Must be authorized to work in the US for any employer

Please send resumes to jobs@runbeck.net

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