

**Job title:** FIELD SERVICE TECHNICIAN

**Job type:** Full time, employee

**Industry:** Gaming

**Years of Experience:** 3+

Novomatic Group of Companies is the largest gaming technology company in Europe expanding its business to North America. Novomatic is an integrated, global gaming company producing, distributing and operating high tech gaming equipment in well regulated markets around the world. Our US-subsiaries focus on the distribution of gaming equipment in the North American and Canada markets.

## **JOB SUMMARY:**

Services, installs and repairs all Novomatic gaming products installed in licensed gaming markets within the gaming industry. The FIELD SERVICE TECHNICIAN will be working mainly on the road servicing, installing and repairing Novomatic machines. The qualified candidate will be required to travel In-State and Out-State. Will be responsible for the completion of install, software conversion, service and repairs. Furthermore, they will be responsible for all logistics from our local office based in Philadelphia. This will include shipping and receiving gaming machines and parts.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develops and maintains a professional image in representing Novomatic Americas Sales in both personal interfaces and those communicated via the phone and/or email.
- Travels 60% of the time outside of State and 40% within PA State to support Novomatic's customers with any service related issues and to help resolve customer needs on the products. Also, travel out of the Country occasionally. Travel includes weekends and sometimes in short notice.
- Must have valid Driver's License and be able to operate service vehicle for majority of travel needs.
- Responsible for the installation of slot machines, Server Based games, and LAN progressive.
- Responsible for software conversion, service, and repairs on VGT market and Casino market.
- Must be able to write reports in detail of the work performed, on-site inspections, and problems impacting our product performance.
- Responsible for site inspections to observe conditions affecting design/install specifically for NU II products and provide complete report to Management.
- Identify solutions for Technical problems that arise during site inspections or install, and provide suggestions to R&D improve our products.
- Able to design Network floor plan and identify equipment needed for Install and Trade Shows.
- Be able to apply electronic, mechanical, and electrical principles and theories in testing, troubleshooting and repairing computerized gaming equipment.
- Interpret technical manuals in setting up and troubleshooting electronic systems and components.
- Utilize standard test apparatus or test equipment to conduct functional, operational, environmental and life testing to evaluate performance and reliability of prototype and production gaming equipment.
- Analyze and interpret test data.
- Be able to instruct and supervise other technical personnel.
- Provides to management and assigned sales team reports on all issues within the territory. Ensures that the customers are well informed of all open issues with the products in their respective locations.
- Keeps customer advised of all issues impacting the completion of any service related issues.
- Keeps management abreast of competitive market trends and any issues that are/or may impede business.
- Helps install and represents the company at trade association meetings to promote the product.
- Maintains a good working knowledge of the product line and its application within the marketplace internal and external schooling as needed.
- Maintains timely and accurate expense account reporting.
- Responsible for keeping accurate inventory in service vehicle and PA warehouse. Need to forecast to minimize customer downtime.
- Responsible for receiving gaming machines and parts in PA warehouse. Also responsible for shipping to our customers.
- Able to organize warehouse and keep a clean environment.
- Responsible for following and enforcing OSHA regulations to maintain a safe environment.
- Report any issues to HQ in Mount Prospect in timely manner.



- Assure compliance with Gaming shipping regulations.

**SKILLS/QUALIFICATIONS:**

- Certification in the field of electronics preferred.
- Experience in the gaming industry preferred.
- Ability to read, analyze, and interpret electronic drawings and diagrams.
- Ability to write reports, business correspondence, and communicate to management.
- Ability to lift 75lbs or more as needed.
- Ability to professionally interface and respond to questions from customers, sales personnel and others within the company as required.

The position is vacant as of now. Compensation package commensurate with experience - Please add your compensation expectations together with your resume.

Novomatic Americas Sales, LLC is an Equal Opportunity Employer and does not discriminate against applicants for employment because of race, color, sex, age, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.

Candidates are subject to pre-employment drug screens and background checks. Employees must meet all requirements of applicable regulatory agencies.

