

Job title: FIELD SERVICE TECHNICIAN – MS, CA, PA Locations

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-subsidiaries focus on the distribution of gaming equipment in the North American and Puerto Rico markets.

In order to strengthen our Service Team in the US, the position of the

FIELD SERVICE TECHNICIAN

is vacant.

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. Will be responsible for the completion of install, software conversion, service, and repairs.

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 state to support Novomatic's customers with any service related issues and to help resolve customer needs on the products. Travels include weekends and occasionally in short notice.
- Must have valid Driver's License and be able to operate service vehicle for travel needs.
- Responsible for the installation of slot machines, Server Based games, and LAN progressive.
- Responsible for software conversion, service, and repairs.
- Must be able to write reports in details of the work performed, on-site inspections, and problems impacting our products performance.
- Identify solutions for Technical problems that arise during site inspections or install, and provide suggestions to R&D to improve our products.
- Able to design Network floor plan and identify equipment needed for Install and Trade Shows.
- Responsible to keep accurate service vehicle inventory and forecast to minimize customer downtime.
- 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 and solutions 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 Shows 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.

SKILLS/QUALIFICATIONS:

- Electronic Certificate in the field of electronics is preferred; experience in the gaming industry or equivalent technical experience is preferred; or equivalent combination of education and experience.



- Ability to read, analyze, and interpret electronic drawings and diagrams.
- Ability to isolate and identify problems in the Field for R&D to work on.
- Basic Network knowledge.
- Critical Thinking and Detail Oriented
- Ability to write reports, business correspondence, and communicate to management.
- Ability to use hand tools and soldering iron.
- Ability to lift 50lbs 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.

