

**Job title:** FACTORY SERVICE TECHNICIAN

**Job type:** Full time, employee

**Industry:** Gaming

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 U.S.-subsidiary focuses on the distribution of gaming equipment in the North American and Caribbean markets.

In order to strengthen our Production Team in the US in our office in Mt. Prospect, Illinois, the position of the

**FACTORY SERVICE TECHNICIAN** is vacant.

#### **JOB SUMMARY:**

The Factory Service Technician will be working mainly in house to assemble games to certain specifications. They will be concerned with quality control and efficiency on the production line. This will be hands on physical workload with the Novomatic product line, making modifications to hardware and using tools such as drilling, parts adjustment, and building to customer specifications. Additional tasks will be assigned as necessary.

#### **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.
- Travel as needed to support Novomatic's customers with any service related issues and to help resolve customer needs on the products.
- 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.
- Assemble gaming devices to customer specifications and test to confirm gaming devices pass Quality test.
- Be able to exchange peripherals and program them to specifications.
- Upgrade gaming device software and firmware.
- Keep customer advised of all issues impacting the completion of any service related issues.
- Maintain a good working knowledge of the product line and its application within the marketplace by participating in both internal and external training as needed.
- Able to test, repair and clean returned equipment from customers.
- Able to use equipment to move machines around the production area.
- Maintain a clean and organized production area.
- Maintains timely and accurate expense account reporting.
- Work overtime as required

#### **SKILLS/QUALIFICATIONS:**

- Ability to read, analyze, and interpret electronic drawings and diagrams.
- Ability to work with various hand tools and power tools.
- 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.
- Skilled in problem solving, troubleshooting and diagnostics of gaming devices.
- Basic computer and network skills.
- Basic Microsoft Office (Word, Excel, and Outlook).
- Able to obtain and maintain gaming license in any jurisdiction as needed.
- Ability to work in a fast-paced environment.



- Excellent verbal and written communication.

The position is vacant as of now. Compensation package commensurate with experience.

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.

