

**DNP IMAGINGCOMM AMERICA CORPORATION**  
**SERVICE AND REPAIR TECHNICIAN**  
**JOB POSTING**

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DNP Imagingcomm America Corporation, a leading manufacturer & distributor of dye sublimation ribbons used in printing photos and ID cards, has an excellent opportunity available in our Concord, NC facility for a Service and Repair Technician. This position analyzes, troubleshoots, repairs and documents activity maintaining digital imaging and printing systems composed of Thermal Photo Image Printers and Digital Cameras. Technical and operational assistance is to be provided to Customers, Customer Support and self-service providers of supported digital imaging systems.

**RESPONSIBILITIES:**

- Diagnose, repair, inspect and report status of digital imaging and printing systems composed of Thermal Photo Image Printers, Digital Cameras (primarily external customer equipment)
- Provide technical support and internal training for digital imaging hardware and peripherals
- Troubleshoot hardware to sub-assembly level with ability to replace defective component(s).
- Maintain color reproduction accuracy thru Alignment of Image printers and or Cameras for optimal image quality
- Reinstall Operating System software and digital imaging application software into related platforms. Configure systems to factory defaults and reconfigures to customer or sales demo as needed using provided specs.
- Responsible for repairing and maintaining inventory of field-replacement equipment necessary to fulfill warranty agreement with customers.
- Document and report all noteworthy anomalies encountered during repair activity to next level supervisor.
- Meet repair quality standards to ensure customer satisfaction and meet production goals,
- Document activities and repair actions using available forms and on-line systems
- Assist Customer Service in responding to customer inquiries concerning various aspects of imaging systems operation, difficulties or other issues associated with the digital imaging products and peripherals.
- Assist with system and kiosk assembly efforts necessary to meet production requirements.
- Some travel (local) may be required to support trade shows and/or customer location activities.

**QUALIFICATIONS:**

- High school graduate or equivalent with three (3) plus years of PC and/or digital imaging systems maintenance or support and/or technical support experience required.
- Functional knowledge of digital imaging and printing systems and PC based hardware platforms including computing devices and components (i.e. RAM, hard drives, CD-Rom drives, SCSI devices, scanners, digital cameras, dye sublimation printers, and ink jet printers)
- Have an eye for color reproduction accuracy
- Functional ability to use calibration tools and test instruments
- Ability to perform basic customer relation skills
- Ability to maintain knowledge of changing platforms
- Ability to interpret (and write draft proposals) technical documentation including ECOs, ECRs, and CARs
- Ability to maintain a good working relationship with fellow co-workers.

DNP Imagingcomm America Corporation is an Equal Opportunity Employer.