

FIELD SERVICE ENGINEER

JOB DESCRIPTION

Superior Office Solutions

Company Description

Superior Office Solutions has delivered personalized, high-quality office technology services to customers in New York City since 1999. The company emphasizes responsive support, including live representatives answering calls and a substantial in-stock inventory to meet client needs quickly. Superior Office Solutions provides a wide range of services, including Managed Print, Document Management, Production Print, Mobile Printing, and tailored industry-specific solutions. The organization also offers a National Account Program and Print Audit and Workflow Assessment to help clients optimize their printing environments and workflows. Team members join a customer-focused environment where reliability, efficiency, and proactive service are central to daily operations.

Role Description

The Field Service Engineer is a full-time remote role responsible for installing, maintaining, and repairing office printing and document management equipment at customer locations. Day-to-day tasks include performing on-site diagnostics, troubleshooting hardware and software issues, and completing preventive maintenance to reduce downtime. The role involves providing timely technical support, documenting service activities, and coordinating with internal teams to ensure parts and supplies are available when needed. The Field Service Engineer communicates regularly with customers, explains service work in clear terms, and maintains a professional, safety-conscious presence on-site. This position requires travel to customer locations while managing schedules and service tickets remotely.

Qualifications

Candidates should possess strong Field Service skills, including on-site installation, repair, and equipment setup.

Candidates should possess Troubleshooting and Technical Support skills for diagnosing and resolving mechanical, electrical, and software issues.

Candidates should possess Preventive Maintenance skills, including routine inspections, calibration, and performance optimization.

Candidates should possess Customer Service skills, with the ability to communicate clearly, manage expectations, and build trusted relationships.

Relevant technical experience with office printers, copiers, or document management systems is highly beneficial.

Ability to work independently in the field, manage time effectively, and use remote tools and ticketing systems.

Valid driver's license and willingness to travel to customer sites as required.

Associate degree or technical certification in electronics, IT, or a related field preferred, or equivalent practical experience.

Must have full range of body movements including use of hands and feet.

Must have command of all five senses sight, hearing, touch, smell and taste. Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus.

Must be able to lift up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Embark on a career where your technical expertise fuels success! We're dedicated to supporting your growth through ongoing training opportunities while providing a collaborative environment that values your contributions. Join us in delivering exceptional service that keeps our customers' environment running smoothly!

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.