

## Are You a Great Team Member Looking for a Great Team.

### Field Service | Support Technician- Level 1

Do you have outstanding customer service skills, the ability to quickly analyze problems and provide accurate solutions, have strong technical aptitude and the desire to continually grow and improve your skills? Can you work in a fast paced, team oriented environment, providing customer care that is second to none? Are you a prompt and dependable individual? If so, we want to talk to you!

#### RESPONSIBILITIES:

Provide troubleshooting, technical support and production operation support (hardware and software) to customers by telephone, online networks, and on-site.

Respond by phone and e-mail promptly and professionally, while adhering to the company's service policies.

Offer effective field service requiring electronic component replacement, calibrations, network troubleshooting, time managed diagnostics and more.

Provide industry leading installation and training of products we represent.

Encourage the sales of software, supplies and warranties when applicable to the customer.

Follow company call and email workflows, prepare reports, documentation, research or other assigned duties during times not on the phone or in the field.

Take ownership of customer issues and cases, and follow through continuously until resolution of the issue to the customer's satisfaction.

#### QUALIFICATIONS:

EDUCATION- AA degree or higher preferred (BA | BS) or equivalent work experience.

KNOWLEDGE- Understanding of electronics, electrical current. Color management, large format printing operation and repair a huge plus. Trouble shooting in a high tech environment also desirable.

SKILLS & ABILITIES- Self-motivated and goal-oriented with outstanding communication and interpersonal and customer service skills. Other languages also a plus.

### Inside Sales | Customer Service- Supplies Division

Do you have outstanding customer service and sales skills, the ability to quickly analyze customer needs and provide accurate solutions? Do you possess a strong technical aptitude and the desire to continually grow and improve your skills? Are you a prompt and dependable individual wanting to make more money? If so, we want to talk to you!

#### RESPONSIBILITIES:

Call on current and new customers to introduce new products and current solutions to their large format consumable needs.

Respond by phone and e-mail promptly and professionally, while adhering to the company's sales policies to customer inquiries.

Meet set sales goals and assist outside territory representatives in uncovering and growing new consumable, service, and training opportunities.

Assist with and perform in-house demonstrations and training events.

Follow company call and email workflows, prepare reports, documentation, research or other assigned duties during times not on the phone or in the field.

#### QUALIFICATIONS:

EDUCATION- AA degree or higher (BA | BS) 1-2 years related work experience.

KNOWLEDGE- Customer Service and / or Inside Sales knowledge and experience.

SKILLS & ABILITIES- Self-motivated, goal-oriented with outstanding communication, interpersonal, and customer service skills. Other languages also a plus.

### An Equal Opportunity Employer

Prepress Supply, Inc. complies with all fair employment regulations.

Prepress Supply, Inc. is an Equal Opportunity Employer, with a policy ensuring that all employees and potential employees are considered for all positions on the basis of their qualifications and abilities without regard to race, color, sex, religion, pregnancy, ancestry, age, national origin, citizenship status, veteran status, sexual orientation, marital status, physical or mental disability or other legally protected status.

### Contact Prepress Supply, Inc.

Please send your resumes to [Jobs@PrepressSupply.com](mailto:Jobs@PrepressSupply.com)

Include your salary history and current salary requirement.

No phone calls please.

### Confidentiality Disclaimer

We value your interest in finding out more about Prepress Supply, Inc. and potentially becoming part of our organization! You can rest assured that your inquiry will be held in the strictest of confidence.

No references will be checked without your expressed permission.