

# **BOGEN<sup>®</sup>**

## **COMMUNICATIONS, INC.**

### **E M P L O Y M E N T   O P P O R T U N I T I E S**

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## **FACTORY SERVICE TECHNICIAN**

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**Bogen Communications, Inc.**, develops, manufactures, and markets telecommunications peripherals and sound processing equipment. Bogen sells products to commercial, industrial, professional, and institutional customers worldwide, and was founded over 80 years ago. Please visit our website at: [www.bogen.com](http://www.bogen.com)

### **Overview of Position:**

This position reports to the Assembly & Factory Service Supervisor. Troubleshooting, repair, service, and operational verification of all company manufactured product returned from end use. A successful candidate will be willing and able to: apply common diagnostic techniques and repair faulty electronic equipment, follow established safety and process procedures, identify and communicate opportunities for process improvement to the Assembly & Factory Service Supervisor.

### **Essential Job Functions (not a complete list):**

- Promote and support a 'safety first' culture at all times; immediately correct hazards and/or report them to the Assembly & Factory Service Supervisor
- Perform functional and technical operational evaluations of company products returned from customers or others
- Diagnose and repair equipment, adjust and/or replace defective or improperly functioning circuitry and electronic equipment in a timely and efficient manner
- Perform post-repair operational testing and verification to ensure equipment is in proper operating condition
- Read blueprints, wiring diagrams, schematic drawings, and engineering instructions of electronic assemblies such as amplifiers, printed circuit boards, etc.
- Maintain system or product specific historical repair records that document testing and operation of equipment
- Identify repeat failures and failure modes; record and communicate findings to supervisor for delivery to engineering team
- Assist in the training and development of less experienced service technicians
- Perform preventative maintenance procedures for components, equipment, parts, and systems
- Apply basic concepts of continuous improvement methodology; remain observant for opportunities to streamline operations; communicate value-adding ideas to supervisor
- Maintain a neat and clean work area

### **Desired Knowledge, Skills, Experience and Education Requirements:**

- At least 2-year technical degree in the field of electronics or minimum 5 years of recent experience as electronic technician
- Bachelor's Degree in Electrical Engineering preferred
- Demonstrated experience in safe handling techniques and effective use of electronic testing and diagnostic equipment, hand tools, and soldering iron
- Basic knowledge of or practical experience in applying continuous improvement thinking and methodology is a plus
- Proficient in use MS Office suite—particularly Excel, Word, Outlook email, internet
- Documented experience applying electronic theory and troubleshooting techniques
- Demonstrated experience in soldering
- Must possess excellent organizational, multitasking, and time management skills
- Able to read, write, and speak English; must be able to communicate clearly with supervisor and other team members

**Personality:** Self-driven and results-oriented. Responsible, reliable, and accountable. Committed to consistent attendance and punctuality. Willing and able to work as a productive member of a team..

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**Personal Situations:** Able to commute reliably to work center. Able to work extended hours and weekends if required.

**Work Environment:** Work is typically performed in a warehouse environment. Work area can be dusty.

**Physical Demands:** Work is typically performed standing or walking. Flexibility, dexterity, and mobility are necessary.

**NOTE:**

This description excludes non-essential and marginal functions of the position that are secondary to the performance of the fundamental job duties. Furthermore, the specific examples in each section are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the team member's supervisor. Furthermore, this description is subject to change, at the sole discretion of the Company, and in no way creates an employment contract, implied or otherwise; each team member remains, at all times, an "at will" team member.

**Location**.....4570 Shelby Air Drive, Suite 11 • Memphis, TN 38118

**Hours**..... Normal working hours are 8:00am to 4:30pm Mon-Fri.  
Earlier hours, weeknights and/or some weekends may be required by management.

**Travel**..... Some Domestic and/or International travel may be required.

**Telecommute**.....NA

**Compensation**.....Competitive starting salary and generous benefits.

Only candidates of interest will be contacted.

Thank you for your interest. Please email your resume with salary requirements to:  
**estoffer@bogen.com**

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COMMUNICATIONS, INC.

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