

## **Xerox Combat Camera Systems Field Service Representative – Afghanistan**

**Duty Location:** Camp Leatherneck, Afghanistan (Customer USMC)

**Contract Period:** 27 May 2011 - 27 May 2014

**Job Duration:** 12 months

**Citizenship:** U.S. Citizen Required

**Date Available:** TBA

**Clearance:** Qualify for clearance up to Secret with existing eligibility a plus

**Medical/Dental:** Must pass deployment physical

**Passport:** Current Passport

**Job Opens:** Continuously

**Job Requirements: XEROX FIELD SERVICE TECHNICIAN (FSR):** Must go through a certification process that entails: (1). Must pass a Xerox certified electro-mechanical Pre-test. (2). Must pass the 58 day electro-mechanical course held by Xerox. (3). Must receive final approval and certification from Xerox. FSR will maintain, repair and operate a broad range of Xerox equipment installed in United States Marine Corps Tactical Imagery Production Systems (TIPS), such as: NUVERA 120 digital copier, DOCUCOLOR 8000 digital press, Phaser 7760, Freeflow 665, Freeflow server, EXP8000 Fiery, Xerox™ Color 550.

### **General responsibilities:**

- Maintains, analyzes, troubleshoots, and repairs and performs preventative maintenance on Xerox equipment and associated systems by working closely with the Xerox service center and fellow Xerox Representatives in country.
- Documents and tracks material usage and inventory of equipment, spares management, and maintains upgrades or replaces hardware and software in systems.
- Supports and maintains user account information including rights, security, trend analysis, Advance Product Quality Planning, and Field Users Evaluations.
- Trains customers, identifies, analyzes, repairs product failures, order and replace parts, and works with Lead to ensure required reports are completed.
- Works closely with Combat Camera FSR's in CONUS to provide OEM warranty management and update or utilize the company web database to provide accurate inventory and disposition/status of equipment.
- Determines and recommends which products or services best fit the customers' needs.
- Provides superb customer support and works closely in field conditions with Marines/civilians and assists the Combat Camera Officer as required.
- Works under Xerox Field Service Representative Leads supervision.
- Relies on experience and judgment to plan and accomplish goals and understands the Statement of Work requirements.

### **Experience/Qualifications:**

- Associates Degree in a relevant field with 2 years experience, or a minimum of 4 years of experience in an electronics field or electronic and mechanical maintenance experience with Xerox military systems.
- **Xerox printer repair experience/certifications a plus**
- Knowledge of Microsoft Office programs is required.
- Must have strong mechanical knowledge and aptitude to understand straight forward physical and mechanical concepts.
- Must be able to read, understand, interpret technical material and apply procedures/instructions.
- Must have a certificate or strong basic electronics background.
- Familiarity with a variety of software and hardware support concepts, practices, and procedures
- Must have strong customer service experience.
- Strong military background with deployment experience preferred.
- Applicants must have the ability to lift and move equipment up to 55 pounds.