



28 Jan 2013

Title: Ship Rider (Certified) (full-time)

Job Code: X-001

Duty Location: Various U.S. Navy Ships and ports.

Job Duration: Permanent

Citizenship: U.S. Citizen Required

Date Available: _____

Clearance: Current Secret (Qualify for clearance up to Secret with existing eligibility a plus)

Passport: Current Passport

Job Open: Continuously

Job Requirements: FIELD SERVICE TECHNICIAN (Ship Rider): Must go through a certification process that entails: (1). Demonstrating the required product proficiency by successfully completing the 16 week product training. (3). Must receive final approval and certification after completion. Ship Rider will maintain, repair and operate a broad range of high capacity printing/duplication equipment installed on Navy ships at sea and in port. **This position can be expected to deploy frequently.**

General responsibilities:

- Perform the full range of maintenance on assigned products; including repair, on-site troubleshooting, installation, moves, removal, retrofit, preventative maintenance activities, and customer call assistance.
- Meet and/or exceed all required standards, such as Customer Notifications (ETA), Response Time, Product Repair Hours, Parts Cost, First Time Fix, and Call-Backs.
- Document and track material usage, inventory of equipment, spares management, maintains upgrades and/or replaces hardware and software in systems.
- Supports and maintains user account information including rights, security, required reports.
- Trains customers, identifies, analyzes, repairs product failures, orders and replace parts, spares inventory/management.
- Works closely with tech support and Navy contacts to ensure warranty management is accurate and current.
- Determines and recommends which products or services best fit the customers' needs.
- Take responsibility for customer satisfaction by providing timely and courteous service with minimal support from other personnel..
- Works closely with Strike Group supervisor and provides scheduling and other critical information required to successfully manage and execute contract requirements.
- Relies on experience and judgment to plan and accomplish goals and understands the Statement of Work requirements in the contract.
- Must be at the appointed place of duty and accounted for by the Navy and Strike Group at all times.
- Must be able to work out at sea for extended periods, approximately 3 to 8 months at a time.
- Perform printer/copier operator support as required.
- Applicants must have the ability to lift and move equipment up to 55 pounds.

Experience/Qualifications:

- Experience or formal training in AC-DC electrical/electronics required. Functional knowledge and application of a multi-meter.
- A certificate or diploma from a recognized technical school, or college in the field of electronics, electrical repair, reprographics, or a related field. Two (2) or more years of related field experience as a technician may be substituted for the certificate/diploma.
- Field experience as a technician working with business technology such as PCs, network connected printers and networked FAX equipment.
- PC skills are required for this position. Skill demonstration required in IE Navigation, File saves and moves, Internet connectivity. Also required is a functional knowledge of Microsoft Operating Systems and Microsoft Office Applications and basic Mac systems. Knowledge of Adobe Creative Suite programs a plus.
- **A+ certification required and Network + certification preferred (exceptions apply for qualified Veterans)**



28 Jan 2013

- Must be able to read, understand, interpret technical material and apply procedures/instructions.
- Must have a certificate or strong basic electronics background.
- Must have strong customer service experience.
- Strong military background with deployment experience preferred.