

POSITION: Production Support Engineer (PSE)

DEPARTMENT: Field Support

REPORTS TO: National Service Manager

ON-SITE OR REMOTE: Remote, but required to travel over 75%

DATE PREPARED: April 15, 2024

POSITION DESCRIPTION:

The Production Support Engineer (PSE) provides technical and workflow product support for Dealers, Resellers and Major Accounts customers. This support includes, but is not limited to, repair, training, including electro-mechanical troubleshooting, refurbishment, rebuilds, product training, product modifications, workflow applications, color matching profiles, creating ICC profiles to meet the color output requirements of the customer and product repairs for RISO and RISO authorized products.

This person is responsible for assisting RISO's high volume sales teams in driving high volume account activity to meet or exceed sales objectives and support as required, also provide technical support for scheduled trade shows and demonstrations as assigned or delegated.

Additionally, the Production Support Engineer is expected to assist in the hotline phone support of all RISO authorized dealers, resellers, and major accounts on a rotating basis as required. You will be responsible for understanding, developing, and integrating high-end systems/applications to RISO Inkjet printing solutions.

QUALIFICATIONS:

1. 3+ years of Professional Services/Workflow Support
2. 3+ years technical/service lead experience in office/computer equipment industry.
3. Must possess a valid state driver's license with the ability to be insured in that state.
4. Must be willing to travel over 75%.
5. Excellent skill in repair, troubleshooting, set-up and installation of Electro-mechanical equipment and print controller, associated computer hardware equipment and software applications.
6. Digital Front End experienced: OEM controllers, EFI certified and/or professional/expert
7. Knowledge experience: AFP/IPDS, Postscript, PDF, and PCL workflows
8. Experience with print production software, such as Prisma, InfoPrint Manager, RPD, GMC Inspire Designer, Transformations Uluro, Solimar SPDE, Objectif Lune Press and PlanetPress
9. Experience with using spectrophotometers to make printer color profiles
10. Proficient with Adobe CC Suite - Acrobat, InDesign, Illustrator, Photoshop
11. Certifications in A+, Net+, and PDI+ are desired.
12. Excellent skill in repair, troubleshooting, set-up and installation of Electro-mechanical equipment and associated computer hardware equipment and software applications.
13. Good knowledge of PC and MAC equipment and applications.
14. Basic scripting proficiency – Windows Power Shell, VBS
15. Must be self-motivated, able to schedule, manage and completes task and calls in a timely and efficient manner with minimal supervision.

16. Excellent oral, written, presentation, and customer service skills..

PRIMARY RESPONSIBILITIES:

1. Responds to field escalations and resolves them via telephone, email and/or onsite visit.
2. Provides technical and procedural assistance, problem analysis and equipment modifications or repairs.
3. Possesses a good understanding of AFP workflows PDF/JDF workflows and postscript syntax. Configure software for input/output tray selections, print positioning, etc. Analyze file efficiencies.
4. Develop a scope of work (as part of the proposal process) and implementation guide for each opportunity.
5. Analyze customer needs and translate them into deliverable solutions.
6. Demonstrate and enhance proposed solutions. Assist in proposal preparation with RISO's sales team.
7. Responsible for understanding, developing, and integrating systems/applications to RISO Inkjet printing solutions.
8. Provide technical support in sales presentations, product demonstration and delivery of professional services consulting/integration services.
9. Completion of visitation reports and follow-ups on resellers and major account customers and other support visits according to reporting schedules.
10. Process and complete monthly expense reporting submissions for timely payments.
11. Assists Sales Representatives with product training, demonstrations on site or at trade shows as dispatched or assigned.
12. Attends training sessions to update and maintain required skills and current levels of certification.
13. Maintain a highly professional appearance, attitude and performance standards at all times.
14. Provide RISO Hotline technical support to RISO authorized dealer, resellers, and major accounts customers.
15. Willing to work occasional weekends to support trade shows and other special projects.

PRINCIPAL ACCOUNTABILITIES:

1. Troubleshoot, isolate, and repair problems associated with use and operation of all RISO products at customer location.
2. Deliver customer support and training as part of the production print solutions sales efforts.
3. Create ICC profiles to meet the color output requirements of the customer.
4. Schedule routine visits to promote technical skill set and knowledge for RISO customer base.
5. Conduct timely and effective support for resellers and Major Accounts.
6. Accurate and efficient record keeping and maintenance of repair contracts.
7. Maintenance of effective relationships with resellers and Major Accounts.