

Field Service Technician

Location: USA (Preferably MD or PA)

Full-Time, with Overtime Opportunities



POSITION

Discover a world of innovation with mk Solutions, your global partner for cutting-edge library solutions. From advanced RFID systems and automated equipment to state-of-the-art book dispensing, we redefine libraries. Be part of our expansion across the US and Canada. Explore the available full-time roles and join us on this exciting journey!

JOB SUMMARY

As a Library Automation Field Technician, your central role involves conducting on-site and remote project installations, delivering technical support, and maintaining library automation systems encompassing both software and hardware facets. Your collaborative efforts with librarians, IT personnel, and stakeholders will be pivotal in ensuring the seamless operation and enhancement of these systems for optimal functionality.

KEY RESPONSIBILITIES

- **Installation and Configuration:** Effectively install, configure, and test a range of library automation software and hardware elements. This includes integrated library systems hardware, RFID systems, self-checkout machines, dispensing units, conveying systems, and related technologies.
- **System Upgrades and Maintenance:** Perform timely software upgrades, patch applications, and routine system maintenance to ensure top-tier performance and security of library automation systems. Address software and hardware issues through systematic troubleshooting and resolution.
- **Training and Customer Coordination:** Conduct training sessions for library staff, acquainting them with mk's software and hardware offerings. Collaborate with customers ahead of on-site installations, verifying prerequisites and scheduling equipment setup.
- **Technical Support :** When not traveling, provide remote support from the office and address customer inquiries and technical concerns via email, phone, or in-person visits. Prioritize swift resolution of reported issues, logging customer interactions, and maintaining efficient communication.
- **Knowledge Management and Collaboration:** Contribute to the Service and Support Knowledge Base by documenting resolution strategies for service challenges. Offer remote assistance to local field technicians and provide remote support services when not traveling.
- **Equipment Handling and Documentation:** Prepare, set up, and dismantle equipment for installations and tradeshows. Follow protocols for handling returned or damaged parts. Conduct annual remote and onsite (if applicable) Preventative Maintenance and retraining sessions for library staff.
- **Documentation and Communication:** Develop and maintain comprehensive documentation detailing system configurations, troubleshooting procedures, and user guides. Collaborate closely with library staff, IT personnel, and external vendors to orchestrate system upgrades, integrations, and new installations.
- **Ticketing and Project Management:** Utilize the Service and Support ticketing system to ensure prompt customer support and efficient ticket closure. Supply project documentation, including customer signatures, for all installations.

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REQUIREMENTS

- High school diploma or equivalent. Additional technical certifications or a degree in computer science or related fields is advantageous.
- Availability for a 40-hour workweek with a flexible schedule.
- Ability to travel approximately 50-75% (potential for reduction as additional technicians are hired).
- Proficiency in troubleshooting network, PC, and PLC based software, as well as electrical control hardware.
- Familiarity with networks, remote access, and conveying technology.
- Preferably, knowledge of the library market and RFID (Radio Frequency Identification) systems.
- Electrical and IT experience is beneficial.
- Strong problem-solving abilities and the capacity to work independently.
- Demonstrated expertise in installing, configuring, and maintaining library automation systems, encompassing both software and hardware components.
- Thorough familiarity with library automation software, including integrated library systems (ILS), cataloging systems, and digital asset management systems.
- Comfort with library hardware technologies, such as self-checkout machines, RFID systems, barcode scanners, and security systems.
- Proficiency in identifying and resolving software and hardware issues, coupled with a deep understanding of networking principles.
- Exceptional attention to detail and strong customer service skills.
- Excellent communication skills and ability to excel both individually and collaboratively in a fast-paced environment.
- Flexibility to accommodate non-standard business hours if necessary.
- Possession of a valid driver's license and willingness to travel to diverse library locations.

Note: This job description is intended to provide a general overview of the position. Duties, responsibilities, and qualifications may be adjusted or expanded based on the needs of the mk Solutions.

BENEFITS

mk Solutions offers a comprehensive benefits package to our full-time employees, featuring a wide array of valuable benefits. In addition to health insurance, we provide a Health Savings Account (HSA), dental and vision care coverage, and the opportunity to enroll in a 401k plan.

MK'S ONLINE JOB APPLICATION

Prospective candidates are encouraged to finalize [mk's job application](#) following application submission, if you wish to initiate further contact, please feel free to reach out via email to jobs@mksolutions.com