



## **Job Description: LED Service Repair Technician**

The LED Service Technician's primary responsibility is to evaluate, complete, and communicate on warrantied and non-warrantied LED video display component-level repairs and service.

### **Job Responsibilities**

- Repair and maintain Neoti and non-Neoti LED video display products.
- Accurately document for time management, warrantied and non-warrantied repairs, RMA information, and other necessary documentation – utilizing available software systems.
- Communicate professionally with customers and Neoti's internal team regarding qualifications for non-Neoti product repairs, RMA or service progress, and other service-related topics.
- Work closely with R&D to provide insight and recommendations for product improvement or development.
- Pack, ship, and evaluate best-practices for shipping product to/from clients – in partnership with shipping coordinator.
- Assist with process development, technical demonstrations, warehouse projects, and other assigned tasks.
- Organize, label, store, and document batched products related to orders for RMA and service purposes.
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### **REQUIRED SKILLS**

- Proficient in proper electrical repair techniques including, but not limited to, soldering, circuit board installation, and test equipment.
- Strong technical and troubleshooting skills.
- Ability to troubleshoot electrical components.
- Ability to lead projects from concept to completion.
- Ability to maintain an organized and efficient workspace.
- Ability to communicate professionally and effectively, both orally and in writing.
- Must be team oriented and dedicated to meeting goals and expectations.
- Able to lift 50+ pounds.

### **QUALIFICATIONS**

- Experience in electronics, computer, or television repair.
- Electronics training equivalent to 2 years technical school a plus.
- Strong manual soldering skills in surface mount technology a plus.
- Willing to undergo a background check in accordance with local laws and regulations.



**Compensation:** Neoti provides a competitive compensation plan including salary, flex days, and other compensation as applicable. Salary is based on position grade and qualifications. Some positions are eligible for commissions based on sales and new business opportunities. Specific compensation is outlined in an official job offer.

**Operating Tools:** Neoti provides all working tools. They may include, but are not limited to, tools, a computer, cell phone, branded attire, and an expense account.

**At-Will Employment:** Employment at Neoti is voluntarily entered into, and employees are free to resign at-will at any time, with or without cause. Also, Neoti may terminate the employment relationship at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law. *Equal opportunity employer.*

**Job Type: Full-time**

**Benefits:**

- 401(k)
- Paid time off

**Schedule:**

- 8 hour shift

**Ability to commute/relocate:**

- Bluffton, IN 46714: Reliably commute or planning to relocate before starting work (Required)