**SITECH South LLC**

**Bench Repair Manager**

**Atlanta, GA Area (Smyrna, GA)**

**PRIMARY FUNCTION:**

The primary function is managing instrument repair, testing and calibrating instruments. Must be customer service focused and possess the ability to motivate and maintain a staff of instrument repair technician. Engage in setting standards for testing, calibrating and drive activity for multiple locations.

**DIMENSIONS:**

**ESSENTIAL DUTIES:**

* Manage multiple branch instrument repair operation
* Set and maintain workflow of the group. This includes routinely updating company calendar with activities for the technicians
* Must be customer service driven. Be an available subject matter expert offering technical advice to internal and external customers.
* Set and maintain standards of performance for the group. This includes routinely updating company calendar with activities for the repair technicians.
* Actively stay current on products for Trimble Survey, Machine Control and Software products.
* High level knowledge of calibration systems, including collimators, voltage regulators, scopes and other types of electronic measurement instruments.
* Familiarity with Spectra, Trimble, Nikon and other construction and survey instruments preferred. Familiarity with as competitive brands from Topcon and Leica is a plus.
* Must be detail oriented and drive team performance.
* Must be able to provide customer technical support by phone, electronically and provide follow up to customer questions.
* Oversee inventory and maintain needed stock to service equipment in a timely manner; build metrics and reliability processes for targeted three-to-four day turnaround on repairs
* Create programs to promote repairs, calibration and sales. Generate quarterly initiatives to increase revenue.
* Manage warranties both internally and interface with the factory.
* Work directly with the President for forecasting, inventory management and productivity metrics.
* Proficiency with computer office software (MS Word, Excel, etc.) required.

**MINIMUM REQUIREMENTS:**

Education:

Associate degree or higher or equivalent experience in Electronics Technology, is preferred. Military veterans with electronics experience are welcomed.

Work Experience:

Four plus years of instrument service and repair is preferred. Previous supervisory or management experience required.

Knowledge of:

* Operational characteristics of instrumentation and electronic equipment and components
* Principle of lead supervision and training
* Advanced knowledge of methods, techniques, materials, equipment and tools used in instrument repair
* Standard terms, practices, procedures, methods and mathematics used in the instrumentation and electronic trades
* Preventive maintenance applicable to electronic and instrumentation systems.
* Occupational hazards and standard safety practices
* Intermediate to advance level on MS Office products; Inventory and accounting software

Physical:

Must be able to handle the physical demands associated with the job including walking job sites, climbing, bending and manually handle parts up to 40 pounds.

Additional: Limited travel. Possibility of occasional overnight travel to branches and\or factory training.

This job description is not intended to be all-inclusive. Your supervisor may request and assign you similar duties.