Position Title: Depot / Field Technician  
Department & Cost Center: Field Service 1374  
FLSA Status: Non-Exempt OR Exempt (Circle One)  
Supervisor: Field Service Manager  
Grade Level: 12  
Date Approved by HR: JAN 2010

Position Overview:
This hybrid position is designed to provide improved depot repair services to end customers as well as delivery of customer on site services. This position will be based in our Distribution Center located in Memphis TN. This role is intended to provide an increased availability of technical staff and material to improve the turn around time for in and out of warranty repairs. The specific tasks of trouble shooting, diagnostics repair and calibration of the equipment will be a standard as well as performance of return to bench preventive maintenance activities.

The in field assignments will be to provide Field support for Sales and End Users to ensure the stable operation of customer purchased Laerdal product (hardware and software). This includes installing, configuring, maintaining, supporting, and optimizing Laerdal product as purchased buy the end user. This role will interface directly with Customers, to ensure success in the install and/or resolution of technical matters, system software and or hardware failures, product performance issues and user quality improvements. This work will also include delivery of field based preventive maintenance services.

Essential Duties and Responsibilities:
• **Provide on-site and depot Technical Product support, installation or Preventative Maintenance**
  ▪ Install, troubleshoot and maintain Laerdal ALS, BLS and simulation equipment.
  ▪ Install hardware and software configurations, Install, troubleshoot and maintain computer systems, hardware and peripherals
  ▪ Identify, analyze and repair product failures. Order replacement parts as required
  ▪ Provide technical product training and basic user functionality training to customer base when required
  ▪ Work closely with Field staff to implement appropriate policies to manage work flow and communication.
  ▪ Support customer centric programs like SMUG’s, trade shows and workshops with technical expertise/product knowledge
• **Provide Tier 2 Technical Product customer support**
  ▪ Resolve customer issues with hardware and software related issues on Laerdal technology
  ▪ Ensure customer satisfaction is maintained
  ▪ Escalate technical issues to R&D/Product Management as needed
  ▪ Escalate customer issues to line supervisors
  ▪ Provide product feedback/customer suggestions to R&D
• **Promote continuous improvement**
  ▪ Provide on going training to improve overall 2nd line and Field support competencies
  ▪ Interact with Customer Support, Sales, Marketing and Senior Management to continually evaluate and improve the product support solutions channel and strategy.
  ▪ Support the implementation of the help desk tracking system, with recommendations for continuous improvement from the system, process and end user perspectives

NOTE: This document is an outline of the primary tasks assigned and may be changed at the discretion of management, formally or informally, either verbally or in writing. All team members are expected to assist Laerdal in achieving its goals even if such tasks are beyond the scope of this outline. The job description does not constitute an employment contract, implied or otherwise, other than an “at will” relationship and is subject to change by the employer as the needs of the employer and requirements of the job change.
Responsibility and Decision Making Authority:
- Involve other team members to establish best practices/decisions
- Act independently when required
- Maintain Laerdal corporate values and policy

Management/Supervisory Responsibilities:
N/A

Qualifications/Competencies/Position Requirements:
Knowledge, Skills, and Abilities:
- Provide quality service to Laerdal’s internal and external customers in all assigned tasks, while upholding Laerdal Values at all times.
- Expertise in multiple Micro-Soft operating systems, Internet Explorer, server/network administration and TCP/IP protocols required
- Experience with multiple Desktop and Laptop configurations and environments required
- Blue Tooth and other wireless communication configuration knowledge desired
- Proven technical troubleshooting and reverse engineering abilities essential
- Excellent presentation and written communication skills
- Strong interpersonal skills, supported by strong analytical, problem solving and negotiating skills.

Education and Experience:
- Bachelor’s Degree in Computer Science or related field or bench experience
- 3-5 years of experience in Client Services/Business, previous field or help desk experience necessary.

Licensing and Certification:
N/A

Working Hours:
- Normal hours of work will range between 8:00 AM to 8:00 PM
- Hours may vary and will require evening and weekend work as directed by the company or customer needs.

Working Environment:
- Work is usually performed in a warehouse setting
- Will require travel to customer/remote sites to complete tasks

Tools and Equipment Used:
- Typical office equipment
- High technology software and hardware produced by Laerdal
- High technology software and hardware produced by other vendors
- Various handheld tools

Travel:
- Up to 60%

Physical Demands:
- Digital dexterity and hand/eye coordination in operation of office equipment
- Lifting and carrying of supplies, files and product (up to 125 Lbs.) etc.
- Ability to speak to and hear customers and/or other employees via phone or in person
- Body motor skills sufficient to enable incumbent to move from one office location to another

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