



Job Description

Job Title: Technician, Field Service

Job Information

Job Summary

This position is responsible for correcting problems in most equipment in our facility or at the location of the customer. Under the general supervision of the Field Service Manager or Lead Technician, will perform advanced troubleshooting techniques to resolve problems.

Essential Duties and Responsibilities

- Ensures that tools and equipment are kept in proper, safe, and working condition.
- Returns completed paperwork for processing in a timely manner.
- Provides high quality service to customers.
- Troubleshoots problem down to the component level using internal diagnostic tests, options, and functional testing with coins.
- Visits clients and performs gaming device maintenance.
- Performs basic repair and preventative maintenance on assembly level components.
- Trains less experienced technicians on use of troubleshooting techniques.
- Stays abreast of the latest technology and is able to install updates.
- Replaces faulty components when authorized by the customer.
- Verifies property specifications so game options and parameters can be set accordingly.
- Reviews customer issues with management and tech support.
- Ensures customers are satisfied with equipment.
- Performs other duties as assigned.

Training and/or Experience

- Two or more years of experience in the assembly, testing, or repair of electronic devices.

Knowledge / Skills / Abilities

- Valid Category B or above driver's license.
- Valid gaming card (or ability to obtain one).
- Basic mechanical assembly skills.
- Basic knowledge of electricity, electronics, and mechanics of gaming type devices.
- Ability to read and understand schematics and service manuals.
- Strong customer service.
- Desire to lead and help others.
- Problem solving skills.
- Pleasant personality, especially towards customers.

Education

- High school diploma or equivalent



Working Conditions

- The work conditions are representative and typical of similar jobs in comparable organizations.
- Ability to lift and carry 50 lbs

Must be Macau Resident

We offer an attractive package to the successful applicant. Please apply with full resume and expect salary to macau_hra@scientificgames.com.

All data collected will be used for recruitment purpose only.