



<b>Job Title:</b>	<b>Service Repair Technician</b>	<b>Travel Required:</b>	None
<b>Department/Group:</b>	Customer Support	<b>Position Type:</b>	Full-Time
<b>Location:</b>	Marlboro, Massachusetts	<b>Date Posted:</b>	April 16, 2008
<b>Level/Salary Range:</b>	Commensurate With Experience	<b>Posting Expires:</b>	Open Until Filled
<b>HR Contact:</b>	Liza Hubbard	<b>Experience Level:</b>	2-5 Years

#### About HBM

**HBM, the leader in weighing, test and measurement technologies**, provides state-of-the-art transducers, signal conditioning electronics, data acquisition systems and measurement software for use in automotive, aerospace, shipbuilding, railroad, construction and assembly applications.

Our comprehensive product offering is backed by 60 years of experience in professional measurement services. U.S. locations include our headquarters in Marlboro, MA, with offices in IL, MI and WI.

#### Job Description

The **Service Repair Technician** will provide full-scale in-house repair and calibration for HBM customer returned products and equipment. Responsible for the repair and maintenance of all HBM customer equipment to ISO Quality procedures, as well as ongoing technical customer support via telephone and email. Timely and accurate performance of this function is essential to maintain positive customer relations, and ensure customer expectations of quality, service, and performance are met.

#### RESPONSIBILITIES:

- Responds quickly and efficiently to evaluation and repair of customer test systems.
- Provides direct customer and technical support via phone and email.
- Troubleshoots, evaluates, and provide price quotations to customers for service and calibration.
- Conducts system and board-level repairs, including unit evaluation, software and hardware troubleshooting, and component replacement.
- Troubleshoots component-level analog and digital circuitry, replaces surface mount and through-hole components.
- Opens work orders, adds parts to work orders for use in service repairs.
- Issues parts from software inventory, moves units to shipping, and completes work orders.
- Installs initial software and configuration in prototype systems.
- Provides software setup and upgrade of Demo and customer units.

#### QUALIFICATIONS:

- Minimum 2-year Associates degree in electronics, or equivalent work experience (including Military).
- Ability to debug and troubleshoot electronic circuitry to component level, ability to read schematics, develop a technical knowledge of products and provide technical assistance to others.
- Hands-on experience using standard electronic test equipment such as Digital Meters, Counters, Oscilloscopes, and custom Automatic Test Equipment.
- Good manual dexterity and skill in the use of hand tools.
- Analytical thinker, strong trouble-shooting skills.
- Excellent time management and organization skills.
- Proficient with technical test equipment, ability to learn quickly.
- Ability to follow, and write written procedures.
- Self-motivated, able to work independently, with little or no supervision.
- Thorough, detailed, and accurate.
- Take charge attitude, with lots of energy and a clear sense of urgency.
- US citizenship required

#### BENEFITS:

HBM offers great benefits including a generous paid time off policy, medical, dental, life and disability insurance, 401(k) matching and education reimbursement.

#### HOW TO APPLY:

##### E-mail:

Send Resume and Cover Letter to [Jobs.Marlboro@HBM.com](mailto:Jobs.Marlboro@HBM.com)  
With the Subject Line: Application: Service Repair Technician

For more information, visit us at [www.hbm.com](http://www.hbm.com)  
HBM is an Equal Opportunity Employer.  
Please, no third party recruiters.