

**JOB TITLE: EPOS Engineer (Printers)****Department: Repair Centre****Location: Cardiff Office****Reports To: Repair Centre Manager****Purpose:** To carry out repairs on a number of printer types to ensure a sufficient level of stock is available for field engineers to replace customer equipment as required.**Vista Retail Support's Mission**

- To be the partner of choice for the provision of technology services in the UK
- To deliver on our commitments to all of our customers both external and internal
- Create a great environment where Vista people become the best they can be and are able to discover for themselves and educate others in the field of technology support

**Vista Retail Support's Values**

- To do the best we can for our business, our customers and our colleagues
- To demonstrate honesty, integrity and flexibility in all that we do
- To be transparent in our operations
- Respect our environment
- Return value to our shareholders
- To be committed to our people

**Information Security Profile: MEDIUM**

- This role will be privy to some confidential and sensitive information and as such the individual undertaking the role will be expected to treat this information as sensitive discussing it only with those people who have the necessary authority.

**Main Tasks and Objectives**

- Carry our repairs to a range of printers including thermal, laser, dot matrix and deskjet.
- Carry out repairs to fax and copiers within multi-function printers.
- Keep accurate records of customer equipment returned for warranty and fourth party repair on company database.
- Document test and fix procedures.
- Investigate fault trends.
- Source and act in an advisory capacity on components for replacement.

**UNCONTROLLED IF PRINTED**

<b>Page number</b> 1 of 2	<b>VRS-PROTECT</b>	<b>Version: 4.0</b> <b>Ref: PM-JD-EEPR</b>
------------------------------	--------------------	---

- Help develop colleagues through mentoring and on the job training.
- Plan the introduction of new products to the department and profile stock requirements in conjunction with the operations manager.
- Maintain communication with other departments to ensure effective relationships.
- Research the EPOS and printer industry to keep abreast of new technologies and report any potential threats or opportunities.
- Adhere to housekeeping and health and safety standards to ensure a safe working environment is maintained for all employees within the department.
- Be flexible to move to other areas of the department when required to meet customer needs.

### Outcomes and Deliverables

- Printers and peripheral parts are repaired to a high quality with no returns.
- Devices are repaired in a timely manner and are available when required.

In addition to the above duties the post holder must be prepared to undertake such additional duties which may result from changing circumstances.

**All staff are expected to comply with all VRS Ltd management systems and procedures and conform to the requirements of all standards and certifications held by Vista Retail Support Ltd.**

### Document Detail:

<b>Reference</b>	PM-JD-EEPR	<b>Owner</b>	Repair Centre Manager
<b>Author</b>	Natalie Williams	<b>Status</b>	Issued
<b>Version No.</b>	4.0	<b>Issued Date</b>	01/08/2020
<b>Effective Date</b>	01/08/2020	<b>Next Review Date</b>	Annual

### Document Change History

Date	Version	Author	Details of Change
01/04/2017	1.0	Kath Powell	Issued
01/08/2018	2.0	Gemma Howlett-Matthews	Annual review – no change
28/08/2019	3.0	Kath Powell	Annual review – flexible need added
01/08/2020	4.0	Gemma Howlett-Matthews	Annual review – no changes

UNCONTROLLED IF PRINTED

<b>Page number</b> 2 of 2	<b>VRS-PROTECT</b>	<b>Version: 4.0</b> <b>Ref: PM-JD-EEPR</b>
------------------------------	--------------------	---