

Vibrant Print Solutions

Large-Format Printer Service Technician Trainee

Overview

The Service Technician Trainee is an entry-level technical position responsible for learning the operation, maintenance, and repair of professional large-format printing, cutting, and finishing equipment. The role begins with our equipment, parts, supplies, software, and shop operations, and progresses into hands-on training in preventative maintenance, diagnostics, troubleshooting, installation, calibration, and repair. Previous large-format printer experience is not required. Inventory, deliveries, shipping and receiving, and production support are expected components of the position and part of learning the operation. The goal is to develop the trainee into a technician capable of performing service calls and installations independently. This position reports to the Sales & Service Manager.

Key Elements of Responsibility

- Learn the operation, maintenance, and troubleshooting of professional large-format printing equipment, including Roland, Mimaki, Epson, Summa, and EFI products.
- Assist experienced technicians with service, preventative maintenance, installations, calibration, and repairs, building toward independent diagnosis and repair.
- Learn to identify printer components, replacement parts, consumables, inks, and common service issues.
- Assist with equipment setup, testing, demonstrations, customer installations, basic customer training, and technical support.
- Maintain accurate inventory of parts, inks, media, tools, and supplies, and receive, label, stock, and track incoming shipments.
- Prepare tools, parts, and documentation for service calls, and make local deliveries and pickups in a company vehicle.
- Assist with production tasks and learn production equipment, RIP software, workflows, and digital file handling.
- Help move, unpack, stage, and assemble printers, and keep shop, service, and inventory areas clean and organized.
- Follow technical documentation, service procedures, checklists, and manufacturer instructions accurately.
- Other duties as assigned.

Measurements

- Progression through the training path toward independent field service work.
- Demonstrated proficiency in preventative maintenance, diagnostics, and troubleshooting.
- Accuracy of inventory, receiving, parts identification, and service documentation.
- Quality and completeness of assisted service calls and installations.
- Reliability, initiative, and productivity without direct supervision.

Qualifications

- Strong mechanical aptitude, problem-solving ability, and interest in how equipment works.
- Comfortable with computers, software, electronics, and mechanical equipment; learns technology quickly.
- Able to follow technical procedures carefully; dependable, organized, and detail-oriented.
- Experience or education in electronics, IT, automotive repair, CNC equipment, robotics, or electrical systems is a plus.
- Valid driver's license, clean driving record, and comfort operating a company vehicle.
- Able to stand throughout the day, lift and move equipment, and work around or inside machines.