



**DRI Corporation**  
4018 Patriot Drive, Suite 100  
Durham, NC 27703  
[www.digrec.com](http://www.digrec.com)

## OPEN POSITION

### FIELD SERVICE TECH

We are DRI Corporation – a leader in the digital communications technology field for global public transportation and transit security markets. We are an established and innovative technology company headquartered in Dallas. We serve customers around the world through our subsidiaries based in the U.S. (North Carolina), Sweden, Germany, and Australia, as well as our joint ventures in Brazil and India.

We are seeking a Digital Recorders® Field Service Tech to be responsible for installation, testing and troubleshooting of the DR500C+® and DR600® product line, while working to satisfy customer needs and meet cost targets. This position provides training and customer support before, during and after product implementation. This position services Philadelphia, Pennsylvania and the entire northeast region, and requires frequent travel.

#### **The successful candidate will be responsible for the following:**

- Install and support the DR500C+® and DR600® product line (as well as new product lines), including performing electronic destination sign installation and maintenance, customer training, supervising contract technicians, and providing customer support during and after the system installation work is completed
- Document installations for Manager, Customer Service and Deployment, including wiring diagrams, equipment locations, and schematics
- Provide customer support before, during and after installation work is completed and ensure that work meets customer satisfaction and expectation levels
- Identify ways to increase product reliability and to reduce the cost of Digital Recorders® installations
- Provide input for installation and maintenance instructions and provide feedback to the production personnel involved in testing and product certification
- Execute testing, which may be required for product extensions and/or upgrades, according to written specification and/or engineering instructions, including setting up and testing prototype systems prior to release; simulate vehicle installations on the workbench to test new applications, software and/or hardware; and document test results including bugs and malfunctions according to procedure
- Provide technical guidance to other Company departments as authorized and required
- Perform shipping and receiving duties in a back-up capacity as required

- Travel 50 percent of time including some late nights and weekends based on the availability of the customer's vehicles
- Perform other duties as assigned

**We are looking for an individual that possesses the following key competencies:**

- Ability to diagnose a malfunction down to the component level, make voltage and current measurements, and determine if the appropriate microprocessor signals are being sent and/or received
- Self-starter having prior experience maintaining electronics equipment, diagnostic capability and repair/replacement techniques
- Proficiency with a personal computer or laptop running the Windows® Operating System, Microsoft® Word and Excel, and telecommunications software for remote connection to the company server
- Experience with electrical connectors, contacts and cabling connecting the sign system throughout the bus, DC voltage systems on vehicles, and microprocessor data communications
- Proven ability to communicate effectively and the ability to explain findings, suggest a course of action, and present a Service Proposal to the shop management
- Ability to measure, sketch and diagram situations for reporting back to the customer and to the Customer Service manager
- Ability to solve practical problems and apply common sense understanding to resolve various sign system malfunctions
- Ability to interpret a variety of instructions in written or verbal form
- Ability to organize and maintain communication while working under tight deadlines in a challenging environment
- Ability to be a team player who is willing to pitch in and take on responsibility even when the job needed is outside the specific area of expertise

The qualified candidate will have a minimum of five (5) years' related experience. A one-year certification or Associates Degree (Electronic Technician) is highly desirable.

Please forward a resume **with salary requirements** to [hr@digrec.com](mailto:hr@digrec.com).

We prefer a resume in a Word format attachment.

No resumes accepted from third parties.

Visit our Web site at [www.digrec.com](http://www.digrec.com).

**DRI VALUES DIVERSITY AND WE ARE PROUD TO BE AN  
EQUAL OPPORTUNITY EMPLOYER**

**M/F/V/H/D**