

## Do You Like

### Repairing machines or systems using the needed tools.

Determining causes of operating errors and deciding what to do about it.

Installing equipment, machines, wiring, or programs to meet specifications.

Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

## The Type of Work

- Advise customers concerning equipment operation, maintenance and programming.
- Assemble machines according to specifications, using hand tools, power tools, and measuring devices.
- Clean, oil, and adjust mechanical parts to maintain machines' operating efficiency and to prevent breakdowns.
- Complete repair bills, shop records, time cards, and expense reports.
- Disassemble machine to examine parts such as wires, gears, and bearings for wear and defects, using hand tools, power tools, and measuring devices.
- Install and configure new equipment, including operating software and peripheral equipment.
- Lay cable and hook up electrical connections between machines, power sources, and phone lines.

## Pathways to Success

**Knowledge of electronics is necessary**, as employers prefer workers who are certified as repairers or who have training in electronics from associate degree programs, the military, vocational schools, or equipment manufacturers. Employers generally provide some training to new repairers on specific equipment; however, workers are expected to arrive on the job with a basic understanding of equipment repair. Employers may send experienced workers to training sessions to keep up with changes in technology and service procedures. Field technicians work closely with customers and must have good communications skills and a neat appearance. Employers normally require that field technicians have a driver's license. Various organizations offer certification. To receive certification, repairers must pass qualifying examinations corresponding to their level of training and experience.

## What Employers Look For

### Individuals who:

Have knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Keep up-to-date technically and apply new knowledge to the job.

## Job Outlook

**Computer, automated teller, and office machine repairers** held approximately 167,600 jobs in 2004. Expected job growth is viewed as slower than normal, with approximately a 4% increase. Employment in Ohio was approximately 4,900. Job prospects will be best for applicants with knowledge of electronics as well as repair experience. Digital copiers and other, newer office machines are more costly and complex. This equipment often is computerized, designed to work on a network, and capable of performing multiple functions. The growing need for repairers to service such sophisticated equipment should result in job opportunities for office machine repairers.

## Earnings Potential

Location	Year	Pay Period	Low	Median	High
United States	2004	Yearly	\$22,400	\$36,100	\$55,800
		Hourly	\$17.20	\$27.70	\$42.90
Ohio	2004	Yearly	\$23,300	\$35,500	\$52,700
		Hourly	\$17.90	\$27.30	\$40.50
Cleveland-Elyria-Mentor, OH	2004	Yearly	\$22,400	\$33,900	\$49,700
		Hourly	\$17.20	\$26.30	\$38.20

Source: Occupational Information Network, O\*Net Online, <http://online.onetcenter.org>



# Computer, Automated Teller, and Machine Repairers

**DEFINITION:** Repair, maintain, or install computers, word processing systems, automated teller machines, and electronic office machines, such as duplicating and fax machines.

**NAME:** Adam Spivey  
**COMPANY:** MT Business Technologies, Inc., Avon Lake

**Q.** When you were a young child, what did you want to be when you grew up?

**A.** A veterinarian because I liked animals.

**Q.** How did you become interested in your particular field?

**A.** I had an interest in electronics and liked to work independently.

**Q.** Who or what influenced your decision the most and why?

**A.** Since the electronics field was so interesting to me, I did a little investigation and determined it would be an expanding field with many opportunities.

**Q.** What is your educational background?

**A.** I have an associate degree in electronics from Bryant and Stratton, and have acquired certifications in A+, Network+, and Microsoft Certified Professional.

**Q.** How did you get to where you are today? What path did your employment journey take?

**A.** I had numerous jobs -- worked as a stockperson for a year, a waiter at a restaurant for 6 months, and a warehouse worker for about a year while I attended Bryant and Stratton. I applied at MT Business Technologies and have been employed there for 11 years.

**Q.** What skills do you think are needed to be successful in this field?

**A.** Mechanical aptitude is important. Also, a basic understanding of electronics, computers and networking is helpful when starting out.

**Q.** Did you have any words of advice for someone considering a career in your field?

**A.** Try to be self-motivated as often times you are working independently. Also being detail oriented and having good customer service skills are very important!