	Drive Medical Job Description		
	Title: Service Technician (Lehigh Acres: INOJ87		
Location: Lehigh Acres, FL	**Document Number:** (CORP-JD-XXXX)	**Revision:** 03	**Effective Date:** May 2026

Reports to (title): Quality Control Manufacturing Manager - Inovo
Department: Service
FLSA Status: Non-exempt (Hourly)

Who is Drive Medical…

Drive Medical has become a leading manufacturer of medical products with a strong and consistent track record of growth achieved both organically and through acquisitions. We are proud of our high-quality, diverse product portfolio, channel footprint and global operating scale. Our products are sold into the homecare, long-term care, retail, and e-commerce channels in more than 100 countries around the world.

"Leading the World with Innovative Solutions that Enhance Lives"

Summary (Major Purpose of the Role): Serving as the technician for the repair, test, and calibration of customer-owned units that are returned to the service center for warranty or non-warranty service, the technician is responsible for electro-mechanical evaluations, diagnostics and component updates that are required to return units to their proper working conditions.

Our products are critical to the lives of our customers, and you'll be a part of leading this team in driving best-in-class metrics in Safety, Quality, Service, and of course, our People.

Main Activities/Responsibilities:

- Process the repairs of returned products and components under the authority and instruction of the Inovo Quality Control Manufacturing Manager and the Drive DeVilbiss Healthcare Service Department.
    - Maintain all equipment to ensure safety, preventative maintenance, and calibration; assist with ordering spare or replacement tools as required to sustain operational flow.
    - Perform repair operations including failure analysis, component replacement, product cleaning, computerized calibration, and final testing through the use of various electrical and mechanical gauges and equipment (pressure meters, flow meters, multi-meters, specialized PC software programs, and other manufacturing assembly jigs and fixtures).
    - Receive and log returned products and consumed components into the DeVilbiss ERP system.
    - If applicable, assist with the inbound and outbound shipping process, including packaging, staging, and handing off products.
    - Communicate trending data, defect data, and unit anomalies to management.
    - Participate in ongoing service procedures and safety training.

- Assist with overseeing parts consumption and inventory stocking levels for repair components.
- Ensure the compliance of safety norms to include maintaining a clean, orderly, and safe work area.
- Ensure compliance with Standard Operating Procedures (SOPs).
- Follow DeVilbiss by Drive operating documents and repair procedures to ensure that all processes meet Drive Medical, GMP, OSHA, and FDA requirements.
- Remain current on all Drive DeVilbiss Product Change Notices (PCNs).
- Demonstrate an attitude of support and foster participation in the environment of continuous improvement.
- Travel may be required for training, <5% of time.
- Regular attendance is essential. Must be able to work overtime as required.
- Perform other duties as assigned.

Competencies:

- Good oral and written communication skills.
- Ability to read and comprehend (in English) simple and complex instructions, short correspondence, and memos.
- Ability to troubleshoot through guidance of detailed work instructions and product schematics.
- Mechanical and electrical aptitude required with demonstrated ability to process written and pictorial instructions.
- Familiarity with the setup and repair of various mechanical and electrical gauges and equipment such as oscilloscopes, multi-meters, pressure/vacuum gauges, oxygen analyzing equipment, etc. is preferred.
- Daily use of computer to enter repair data is required.
- Ability to work with minimal supervision.
- Solution-oriented, takes initiative, and is willing to share knowledge and trends that are gained from the review of customer-owned units.
- Demonstrates a consistently positive attitude with the ability to influence others.
- Ability to think independently and multi-task.
- Ability to gain understanding of our products, policies, and procedural practices that build customer loyalty.
- Ability to gain understanding of all unique components of the specialty area.
- Willingness to learn and accept constructive criticism.
- Ability to work with others toward a common goal in a sometimes high-stress environment.
- Experience or ability to learn computer skills for entry into an ERP environment.
- Ability to think independently, multi-task, and organize efficiently and effectively.

Reporting Relationships and Supervision:

- This position reports to the Quality Control Manufacturing Manager – Inovo, with a dotted line to the Director, Service.
- The following are direct reports:
    - None

Education and Experience:

- High School Diploma or GED required.
- Prior manufacturing assembly experience preferred.
- Technical training or experience in the repair of electrical or mechanical equipment preferred.
- Prior experience in the repair or setup of Oxygen Concentrators or other home-medical products is preferred.
- Experience preferred in the operation of various hand tools, automatic screwdrivers, multimeters, oxygen analyzing equipment, other small power tools, computer, and special department equipment as assigned.

Your Physical Demands/Work Environment:

- Must be able to stand for prolonged periods of time. Most of the required work is performed in the standing position at a laboratory-type workbench.
- Physical activity includes walking, standing, bending, squatting, reaching above shoulders and lifting up to 50 lbs. or occasional lifting, engaging the two persons lift for objects weighing more than 50 lbs.
- Hepatitis B vaccine strongly encouraged (company paid) or signed declination required.
- Fine motor skills are required to perform unit assembly. Good manual dexterity and the use of two hands required.
- Must be able to bend, reach, grasp, push, and pull several types of units without difficulty.
- Perform activities in a warehouse environment. May be subject to changes in temperature and exposure to dust.
- Must be able to operate standard warehouse equipment (pallet jacks, forklifts, etc.).

Why Apply to Drive DeVilbiss…

Competitive Benefits, Paid Time Off, 401(k) Savings Plan and Canada has the retirement savings plan.

Drive Medical is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment. Drive Medical strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered person because of race, color, religion, gender, sexual orientation, gender identity, pregnancy and/or parental status, national origin, age, disability status, protected veteran status, genetic information (including family medical history), or any other characteristic protected by federal, state, or local law. Drive Medical complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.