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What Every Tech Considering a Move Ought to Know

By Scott Cullen

Investing in your technical knowledge today can open doors tomorrow.

Knowledge is power. I'm sure you've heard that line before. However, for office technology service technicians, knowledge is also opportunity.

Whether you're happy where you are or quietly wondering what your next career move might look like, one thing is certain: the more skills you bring to the table, the more valuable you become, not only to your current employer but also to every dealership that may someday want to hire you.

That doesn't necessarily mean collecting a wall full of certificates. It means making a habit of learning.

Technology never stands still. Neither should technicians.

Every Certification Tells Part of Your Story

When recruiters talk with hiring managers, one of the first questions often isn't, "How many years has this technician been in the business?" It's "What equipment have they worked on?"

Experience servicing one OEM's products is valuable. Experience servicing equipment from multiple manufacturers is often even more valuable. Office technology dealerships typically represent several OEMs, and mergers, acquisitions, and shifting dealer partnerships have made service departments increasingly diverse. A technician who already understands multiple product lines can often become productive more quickly than someone whose experience is limited to a single brand.

Of course, there's an important caveat. Unlike many IT certifications, technicians generally can't independently pursue certification for any manufacturer's copier or MFP line. OEM certification is usually available only through authorized dealers and manufacturers. In other words, your opportunities to earn those certifications depend largely on where you work or have worked.

That's perfectly okay. If you've had the opportunity to earn certifications for more than one manufacturer's equipment throughout your career, you've built an impressive foundation. If not, there are still many ways to continue developing your technical skills.

Don't Stop Learning Just Because the Workday Ends

One characteristic outstanding technicians share is curiosity. When a new technology appears, they want to understand it. When they encounter an unfamiliar networking issue, they research it. When a customer asks a question they can't answer right away, they find the answer. That mindset often matters just as much as formal certifications.

The good news is that continuing your education has never been more convenient. Manufacturers regularly host webinars introducing new products and technologies. Industry organizations, software vendors, and IT training providers offer self-paced courses that technicians can complete whenever their schedules allow. Technical forums, instructional videos, and other online resources also make it easier than ever to expand your knowledge without traveling to a classroom.

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An hour or two each week may not seem like much, but over the course of a year, it amounts to dozens of hours invested in your career.

Many dealerships also reimburse employees for approved training or certification programs because they recognize the value of developing more knowledgeable technicians. If your employer offers that benefit, take advantage of it. If not, investing some of your own time can still pay dividends for years to come.

Basic Networking Knowledge is an Asset

Years ago, copier technicians primarily fixed mechanical problems. Now, MFPs are sophisticated network devices. They're connected to cloud services, Active Directory environments, document management systems, print management software, email servers, mobile devices, and increasingly complex security environments. That's why a basic understanding of networking has become one of the most valuable skills for a service technician.

Vendor-neutral certifications such as CompTIA A+ and especially CompTIA Network+ can help technicians develop a stronger understanding of hardware, operating systems, networking fundamentals, TCP/IP, wireless networking, troubleshooting methodologies, and security concepts. These certifications are widely recognized beyond the office technology industry and demonstrate a commitment to expanding one's technical abilities.

5 Ways to Invest in Your Technical Career

You don't need to earn a new certification every month to become a stronger technician. Small, consistent investments in your knowledge can pay dividends over time.

1. Complete an OEM training course when the opportunity is available.
2. Earn or begin studying for a vendor-neutral certification such as CompTIA A+ or Network+.
3. Attend at least one technical webinar each quarter.
4. Subscribe to industry newsletters or technical YouTube channels that cover networking and print technologies.
5. Learn one new troubleshooting skill every month even if it's outside your daily responsibilities.

The goal isn't to know everything. It's to know a little more this month than you did last month.

Even technicians who never pursue formal certification benefit from understanding how networks work. After all, many service calls that initially appear to be copier problems ultimately turn out to be network related. The technician who can confidently troubleshoot both is tremendously valuable.

Your Current Employer Benefits Too

Some dealer owners worry that when techs improve their skills, it simply makes it easier for another dealership to recruit them. There's certainly some truth to that. But the first organization to benefit from your growing expertise is usually the one that employs them today.

Technicians with broader technical knowledge often become the go-to people coworkers turn to when unusual issues arise. They're more likely to handle challenging customer environments, assist newer technicians, and take on increasingly complex service calls. Those contributions rarely go unnoticed.

Even if you're perfectly content with your current dealership, continuing to learn strengthens your position in the organization.

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Knowledge Creates Flexibility

As we've seen over the years, the office technology industry continues to evolve. Dealerships are expanding their offerings to include managed IT services, production print, workflow software, cybersecurity solutions, unified communications, and other technology solutions.

As those businesses diversify, they're seeking technicians who can grow alongside them. A technician whose knowledge extends beyond replacing parts and clearing error codes is well positioned to take advantage of those changes.

Greater technical expertise can open doors to roles in field engineering, solutions support, network integration, product training, technical management, or specialized support that may not have existed when you first entered the industry. Indeed, each new skill expands your career options.

What Recruiters Notice When Recruiting Techs

Copier Careers recruiters consistently hear hiring managers ask questions such as:

- Which OEMs has this technician been trained on?
- How strong are their networking skills?
- Have they worked with production equipment?
- Can they troubleshoot beyond the copier itself?
- Do they appear interested in continuing to learn?

Experience gets a candidate into the conversation. Demonstrated curiosity and continual learning often help move them to the top of the list.

Stay Ready

You may not be looking for a new job today. Most successful technicians aren't. But organizations and careers can change unexpectedly. Dealerships merge. OEM partnerships shift. Managers retire. Companies reorganize. Family situations change.

When opportunity knocks, you don't want to begin preparing your resume. You want to already be prepared.

That's one reason Copier Careers recruiters often encourage candidates to plan for career development well before they begin a job search. Technicians who consistently invest in themselves usually have the most choices when new opportunities arise.

More Knowledge = More Opportunities

The message isn't complicated. The more equipment you understand, the more valuable you become. The stronger your networking skills, the more problems you can solve. The more technologies you're willing to learn, the more career paths you can pursue.

Some of that knowledge will come from OEM certification opportunities provided by your dealership. Some will come from vendor training. Some will come from self-paced online learning. Some will simply come from staying curious. However you acquire it, keep learning. Because in this industry, one truth has never really changed: The more you know, the more opportunities you'll have.

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