

Position: Technical Support Specialist

BUSINESS UNIT: Manufactured Products

REPORTS TO: Technical Support Manager

POSITION SUMMARY:

To execute product commissioning, training and post sales customer support for the Manufactured Products Unit while supporting the enterprise vision.

ESSENTIAL POSITION RESPONSIBILITIES:

- Assure that the enterprise and its mission, programs and services are consistently presented in a strong, positive image to all stakeholders (internal and external). Actively advocate for the organization, its beliefs and its programmatic efforts.
- Work with the Technical Support Manager to develop new and expand existing business processes.
- Act as a technical liaison between the business unit, the enterprise and external stakeholders (clients, compliance agencies, consultants, peer groups).
- Provide Feedback for MP Customer Service Order Entry and order management.
- Participate in coordinating the schedule for performing onsite product commissioning and training.
- Participate in coordinating the schedule for performing in-house customer product training.
- Serve as the point of contact for customer calls regarding post-sales service pertaining to product warranty and technical support.
- Consistently implement quality control standards, processes and procedures that guarantee efficiency and align with department and business unit efficiency standards.
- Participate in new product development as requested by the Technical Support Supervisor.
- Execute the Technical Support Supervisor's structure for pricing products related to commissioning and training.
- Conduct Manufactured Products Repairs as directed
- Assist with sales demonstrations as requested by the Technical Support Supervisor.
- Assist with develop of the Work Instructions for product assembly

- Participate in product assembly as requested by the Technical Support Supervisor.

QUALIFICATIONS:

- 5+ Years in Industrial Electrical Maintenance
- Eligible for a TWIC
- Eligible for a U.S. Passport or already have a current passport with no restrictions.
- Ability to regularly maintain satisfactory results on required drug screens and background checks.
- Ability to travel up to 50% of the time throughout the U.S. and abroad.
- Demonstrate high-quality verbal and written communication skills. Must be able to communicate well in English (speaking, listening, writing and reading) and all categories must be in the Good range (26-30) on the TOEFL exam if English is a second language.

SKILLS:

- Experience working with PLC's, controls and programming
- Experience working with medium and low voltage power distribution
- Experience working with 15kV and 480 V switchgear and circuit breakers

AMERICANS WITH DISABILITY SPECIFICATIONS:

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to drive; travel long distances by car; stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs, ladders and scaffolding; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be exposed to weather conditions.

The noise level in the work environment is usually moderate to loud (requiring hearing protection).

SPECIFIC JOB ACTIVITIES: