



Position Title: Product Support Specialist	Immediate Supervisor Title: Director, Product Management and Marketing
Department: Marketing	Location: New Kensington
FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Grade: 10

Brief Summary of Position Purpose:

To ensure the highest quality customer experience in all aspects of product support and customer satisfaction. This position serves customers with technical support, product troubleshooting, application information and technical issue resolution via email or phone. Additional activities include product training and creation of product support documentation.

Essential Functions:

- Efficiently and effectively handle inbound product support phone calls and email.
- Answer technical application and product support questions related to the company's gas detection products, combustion analyzers and other products.
- Resolve customer questions and issues with focus on resolving in one contact.
- Provide prompt follow up on all customer issues that are not resolved in one contact.
- Work with other departments (marketing, engineering, operations, sales etc.) to assure expedited handling of customer issues, technical requirements, inquiries and orders, while maintaining ownership of final resolution.
- Maintains accurate records/data regarding open issues; communicate status to customers.
- Review and create technical documents (e.g. manuals, guides, FAQs)
- Occasional travel for customer visits, on-site training, and trade show support.
- Other duties as assigned to support the Sales and Marketing team as needed.

Education/Training/Certifications:

- Bachelor's degree in engineering, technical school electronics certification, or military electronics technical training.

Experience:

- Minimum of three (3) years technical support experience for hardware products
- Familiarity with instrumentation, electronics, networking and computer technology.
- Familiarity with refrigeration and HVAC for troubleshooting and application support preferred.
- Problem solving experience with ability to make recommendations and/or resolve issues.



Required Skill Sets: (e.g., computer skills, communications, math, etc.)

- Strong interpersonal skills; works well with other team members in sharing tasks and communications.
- Ability to clearly and patiently communicate troubleshooting and technical information to customers via phone and email.
- Ability to follow work instructions with detailed accuracy.
- Ability to prioritize multiple tasks and meet required timelines.
- Proficiency in Microsoft Office Products, Outlook, Word, Excel, and PowerPoint

Physical Demands: (e.g., lifting, travel, etc.)

- Position requires concentration, accuracy, and focused mental effort.
- Works in normal office environment.
- Occasionally may push or pull up to 20 pounds and rarely lift or carry up to 50 pounds.
- May travel as business needs require.

Pursuant to the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this job.

AA/EEO/M/F/D/V