

Job Title: Technical Support Representative 0324
Reports To: Director Customer Service

Category: Exempt

Position Summary: Provides effective technical support by utilizing in-depth knowledge of company products and procedures. Provides field support as needed, and conducts training for employees, customers, and distributors.

Essential Functions:

- Communicates with distributors and customers by phone and email.
- Responds to product inquiries from domestic and international distributors and customers.
- Assist distributors and customers to ensure proper selection and installation of products.
- Prepares detailed quotations for distributors and customers.
- Coordinate customer and distributor activities with Sales Managers, Product Managers, and Engineers.
- Provides phone and email technical support for pumps, controllers, and sensors.
- Acts as a resource of technical information for customers, distributors, sales managers, and customer service reps on products, applications, and competitors.
- Reviews detailed specifications and makes proper product selections. Documents exceptions to specifications when necessary.
- Performs product troubleshooting activities in concert with Sales Managers, Product Managers and Engineers; anticipates design, performance, and installation issues that may impact successful application.
- Conducts product training for distributors, customers and internal personnel.
- Participate in trade shows as needed.
- Visit field installations to provide support as needed.
- Assist Product Managers on new product development and generation of product specifications.
- Provide market data and information on competitors to Product Managers.
- Some travel may be required.

Qualifications:

- Associates degree in electronics, engineering technology, industrial technology, or equivalent.
- * 3+ years' experience with analytical controls, metering pumps, and/or water treatment equipment.
- *+ Strong organizational skills
- *+ Excellent oral and written communication skills including presentation skills for both small and large groups
- *+ Proficiency in Microsoft Office Products
- *+ Effective training skills
- *+ Data analysis and problem-solving skills
- *+ Experience working as part of a team
- *+ Successful relationship building skills
- *+ Ability to patiently defuse conflicts
- *+ Good listening/troubleshooting skills
- * Proven technical knowledge through educational achievements and work experience
- * Time Management – ability to organize and manage multiple priorities in a fast-paced environment
- * Detail oriented

Delegation of Authority:

- The Iwaki America Inc. Delegation of Authority Matrix is incorporated herein by reference.

*Denotes essential qualification

+Denotes core competency.