

Technical Support Engineer

Reports to: Sales & Tech Support Engineering Manager

Supervises: n/a

Overtime Pay Status: Non - Exempt

Primary Duty:

Provide technical support to customers regarding Company sub-fractional horse power electric motors, drives, fans, motorized actuator, and associated motion control equipment.

Essential

Job Functions:

- Provide technical support to customers on Company products, such as selecting and sizing products based on application needs, writing sample and trouble shooting programs, providing technical data and information, and trouble shooting problems, by phone (free customer technical service phone number), email, chat and web casting;
- Provide customer service to customers, such as price and delivery information;
- Resolve customer complaints, elevating matters as needed to management;
- Coordinate, support, and/or attend local sales promotion (including direct mailers, e-mail, seminars, trade shows, and motion/motor fairs) as requested;
- Relate marketing information obtained from customers to appropriate personnel;
- Call prospective customers in designated market area to qualify leads and explain type of services or products offered;
- Distribute leads to the respective sales office;
- Work with sales representatives to develop and maintain the relationship;
- Make presentations to customers, distributors, or employees as required;
- Provide employee technical training;
- Write reports as requested;
- Build and maintain customer relationships.

Collateral Duties:

- Perform other tasks and special projects as needed.

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 regularly required to sit, use hands-to-finger, handle, or feel, reach with hands and arms, sit, talk, and hear. The employee is frequently required to stand and walk. The employee is occasionally required to balance and stoop, kneel, crouch. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Requirements:

- Bachelor's degree (B. S.) of Engineering or Engineering Technology;
- 1 to 2 years of related experience;
- Basic computer skills required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.