

Product Support technician

Division/Department: Engineering
Location: Galesburg, IL
Reports to: VP Engineering
Type of Position: Full-time (40 hours/week)

GENERAL DESCRIPTION

This position is responsible for all product support activities. This person would provide support to direct customers, sales team and be a field-follow contact for pre and post-sales support.

JOB RESPONSIBILITIES

1. Carry out product support activities (phone/email etc) related to tankless water heater, boilers, or similar devices in the HVAC field
2. Provide phone support (be accessible 24/7) to potential and existing customers pre and post sales
3. Provide technical input to engineering and production (field issues and resolution)
4. Ability to troubleshoot installation and product application related items
5. Travel to customer sites to trouble shoot problem, replace parts, supply parts, etc. (40% to 70% travel expected).
6. Actively engage in developing long-term relationships and retention policies with the customer
7. Create piping diagram, size product, system layout, and other needs for customers
8. Gather data from field installations and support product installation
9. Assist with technical documentation and literature
10. Develop training material for installation for sales team, engineering, and installers
11. Assist the company with other business related needs as directed.