



Intellihot

Product Support Technician I

Division/Department:	Product Support
Location:	Galesburg/Travel
Reports to:	Product Support Manager
Type of Position:	Full time (40 hours/week)

Job Description:

This position is responsible for all product support activities. This position would require support to direct customers, Intellihot Authorized Representatives, sales team and be a field-follow contact for pre and post-sales support. Travel to customer site is required. Ability to lift to 75 lbs. is required.

Job Responsibilities

1. Travel to customer sites to troubleshoot problem, replace parts, perform start-up, train reps/contractors, etc. (40% to 70% travel expected).
2. Carry out all product support activities such as travel to customer site, answer phone calls, respond to emails, monitor internal dashboard, etc.
3. Technicians will be placed in a rotation to answer calls during weekend, holidays and weekday evening hours. Our Answering service will send emails about customer calls to support@intellihot.com. Be accessible to 24/7 during this rotation, call customers or respond to emails within an hour. Monitor TelliCare Dashboard.
4. Document Field visits in Field Service report form. Take pictures, videos and other relevant information related to the field visit. The visit form, pictures, videos etc. needs to be uploaded to designated Google drive weekly.
5. Document field issues and possible resolutions. Work with Technical service manager to submit the recommendation/improvements to relevant internal departments.
6. Actively engage in developing long-term relationships and retention policies with the customer and Intellihot Authorized representatives.
7. Create piping diagram, size product, system layout, and other support need of customers.
8. Assist with technical documentation and literature
9. Develop training material for installation for sales team, engineering, and installers
10. Assist Marketing to setup trade-shows, demonstration etc.
11. Perform other duties as assigned.