

## **Technical Support Representative Job Description**

### ***Company***

Spectrum Technologies develops and markets affordable plant measurement solutions to the agricultural, turf and horticultural markets throughout the world. Founded in 1987, Spectrum Technologies is headquartered in Aurora, IL. The company's technology is focused on four primary product groups which include 1) Weather and Environmental Monitoring, 2) Nutrient Management, 3) Plant Health, and 4) Soil & Water Measurement. Spectrum has received 21 prestigious AE50 awards from the America Society of Agricultural and Biological Engineers for innovations in product and system design. Spectrum has over 15,000 customers in over 75 countries worldwide.

### ***Position***

Reporting to the Technical Services Manager, this position is responsible for technical service support to internal and external clients including: fielding and resolving technical service issues with end customers, providing troubleshooting support and identifying solutions to support to employees, customers and distributors. In addition, this position assists in development of training materials, product manuals and other technical service tools.

### ***Duties & Responsibilities***

- Respond to technical service inquiries from customers in a timely fashion
- Efficiently analyze customer issues and provide logical solutions
- Log and analyze technical service inquiries and identify trends leading to early identification of emerging issues
- Provide support for the creation of training materials including webinar, presentation and video creation
- Train internal employees and customers via presentations, webinars as well as hands-on
- Test and trouble-shoot returned items
- Update contents of the Technical Support page on the website as assigned
- Create product manuals for new products, ensure existing product manuals are up-to-date
- Develop product knowledge to serve as a technical resource to the Domestic and International sales teams
- Provide input on technical service tools that could be beneficial to customers or employees
- Represent the company at trade events or industry functions as assigned
- Other duties as assigned

### ***Requirements & Qualifications***

- Bachelors' in agriculture, engineering, technology or science, or combination of education and experience
- Ability to successfully work in a fast-paced, multi-tasking, small team environment
- Bilingual preferred (English and Spanish)
- Strong communication, interpersonal and presentation skills
- Demonstrated strong PC skills and familiarity with PC operating systems (Windows XP, Vista, etc.)
- Experience with electronic equipment, apps or telemetry preferred
- 2-4 years proven experience in a technical service or support role
- Strong analytical, critical thinking and problem solving skills
- Ability to quickly understand complex or technical concepts
- High-energy self-starter as well as collaborative team player
- Effective, strong presentation and communication skills, both verbal and written
- Computer literacy and proficiency in word processing, spreadsheet, and presentation software is required

## ***Pay & Work schedule***

- Spectrum Technologies offers competitive salaries, a benefits package which includes a 401(k)
- Bonus program
- Opportunity to move and grow within our organization
- Ability to travel up to 20%

## ***Equal Employment Opportunity***

- Spectrum Technologies is committed to providing equal employment opportunities in all employment practices without regard to race, color, religion, sex, national origin, citizenship, marital status, age, veteran's status, disability, sexual orientation or any other characteristic protected by law.