



Hemisphere GNSS

Job Title: Technical Support Specialist
Location: Scottsdale, AZ, USA & Hiawatha, KS
Department: Global Customer Care
Reports To: Sr. Manager, Global Customer Care

To Apply send your resume to: Aebert@hgns.com or HR@hgns.com

Full-Time Part-Time / Exempt Non-Exempt

Summary

This position involves a combination of technical support and product testing, primarily handles external customer service requests. Perform post-sale technical support and performance validation for various products. Resolve a wide variety of customer technical issues or education inquiries, verbally or in writing. Troubleshoot and perform root cause analysis and handle functionality issues. Set up and monitor product testing; and determine performance through data analysis. Train employees and partners that interface with the customer so that they can provide primary product support. Report and communicate test results. Develop test procedures, test fixtures and training materials as required.

Essential Duties and Responsibilities

Relating to Technical Support

- Perform direct customer, dealer, and service center technical and customer support via telephone, email and/or any other communication method for escalated cases.
- Field problem resolution – must be able to travel to field locations to solve and/or capture component, software or application issues with a given product that cannot be resolved remotely
- Resolve service issues, routing more complex issues to the appropriate team
- Reproduce field issues using equipment in the lab to assist in troubleshooting issues remotely
- Prepare training and support materials and provide training on new and existing products
- Conduct advanced troubleshooting
- Contribute to and maintain product knowledge database to allow for ready access to product information, procedures, and troubleshooting guides

Relating to Product Testing

- Ensure new and existing products are designed and perform in accordance with the market requirements
- Perform and document regular validation testing and data analysis on alpha, beta, and existing products to confirm functionality, performance and reported issues, and uncover any failures or weaknesses
- Setup and monitor internal and external automated data collection and analysis, and communicate test results in a clear and efficient manner
- Develop and document test plans and procedures
- Travel is required, less than 10%
- Other related duties as assigned by Management and/or Executive Team

Supervisory Responsibilities

This position will not supervise direct reports.



Education and/or Work Experience Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

- Minimum 3 years of experience in product support, product testing, repair or troubleshooting role
- Basic to intermediate knowledge of electronics principals and Windows PC operation
- GPS/GNSS product knowledge is preferred

Practical/Technical Skills

- This position requires a basic understanding and application of a body of theoretical knowledge, usually acquired through degree granting schools or a significant amount of practical knowledge gained through experience
- The work typically involves a specialized field of knowledge
- Hands-on professional GPS product experience desired
- Must know how to operate basic electronic test equipment (volt meters, power supplies)
- Have a basic understanding of electrical schematics and diagrams
- Must be able to perform basic soldering (i.e. cables, wires, connectors)

Computer Skills

- Excellent computer proficiency (MS Office – Word, Excel, Power Point and Outlook)
- Experience with ERP and/or CRM systems
- Internet search and research abilities

Certificates, Licenses, Registrations

- A valid driver's license is required
- Ability to obtain a passport

Language Skills

- Above average verbal and written communication skills are required in this position including above average ability to read and comprehend instructions, correspondence, and memos
- Ability to read, analyze, and interpret common scientific and technical journals and to respond to common inquiries or complaints from customers or regulatory agencies
- Ability to effectively present information to customers, clients, management, board of directors and other employees of the Company in small group situations, public groups, and/or one-on-one

Reasoning Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables