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## **MAJOR FUNCTION**

Under minimal supervision, the Technical Support Specialist provides assistance and troubleshooting help to customers and distributors that call or email HydraMaster while experiencing technical issues. The Technical Support Specialist periodically prepares material for and/or conducts training classes. This position typically reports to a supervisor or manager.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Answer calls and emails from customers to provide possible solutions to restore their equipment to safe and efficient operation
- Identify parts and supplies that the customer must have to restore equipment to a safe operational level
- Work closely with engineering personnel on technical matters as necessary and coordinate their instructions and recommendations with the customer or distributor.
- Communicates information on equipment problems or potential enhancements to other teams within the company
- Maintain a sound working relationship and liaison with the customers to promote the image of HydraMaster and its products
- Work from and/or helps review complex engineering drawings and specifications, detailed written and verbal instructions, manuals, etc.
- Perform Operator and Mechanic training for internal and external customers as needed to support the business and departmental needs/objectives.
- Take parts orders, process warranty claims, issue credits and authorize Returned Goods
- Produce Technical Articles, Service School Presentations, and other materials as needed.
- Perform other assigned duties or functions that may be required for smooth and timely operation of the department

## **MINIMUM REQUIREMENTS**

### **EDUCATION:**

High school diploma or equivalent

### **EXPERIENCE:**

- Minimum of five (5) years of relevant work experience in the professional carpet cleaning and restoration industry
- or-
- Minimum of five (5) years of relevant work experience as an auto or industrial mechanic

### **KNOWLEDGE & PERSONAL ATTRIBUTES:**

- Thorough understanding of various manufacturing processes
- Ability to work well, interact with, and take close direction from others

- Ability to plan tasks and organize priorities
- Good oral and written communication skills
- High level of attention to detail

**COMPUTER SKILLS:**

- Proficient knowledge of MS Office applications
- Working knowledge of ERP systems. NetSuite experience is a plus.
- Capability to learn new software

To apply, send your resume to [HR@hydramaster.com](mailto:HR@hydramaster.com)