



## Customer Service Technician (Technical)

### Duties:

- Provide “Technical” phone support to customers including troubleshooting equipment problems, drawing issues, OMAX software support, parts orders, passwords, general questions regarding OMAX Equipment, and product returns through RMA processing
- Provide “Technical” support to OMAX and distributor technicians, supplying detailed information and in-depth research as required
- Communicate effectively using various means such as e-mail, telephone, Skype, etc. to suit the customer and the situation
- Organize personal technical materials so that it is readily accessible when needed
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Identify and escalate priority client issues to appropriate channels
- Offer alternative solutions where appropriate with the objective of retaining customer/client business
- Help your fellow technicians be more effective by sharing your proven methods of troubleshooting, like documents and organization techniques. To be included in the sharing process is updating the database troubleshooting tree on a weekly basis
- Enter all of your customer interactions into the CRM database, providing clear, concise, and accurate information as a means of communicating to all other departments
- Maintain and grow your personal level of technical capabilities. Important technological aspects include computer software, electrical components, mechanical systems, pneumatics and cutting applications and new product releases
- Maintain strong working inter-department relationships within OMAX, such as sales, marketing, planning, engineering, accounting, manufacturing and shipping
- Update and verify for accuracy, the machine equipment list, contact information, and address information in the CRM database
- Register the Dell computer for customers machine controller extended warranty
- Be knowledgeable of water recycling systems and water treatment needs to provide assistance and instruction as customer situations indicate
- Electrical troubleshooting skills and motor/servo control knowledge

- Flexible work hours will include occasional scheduled weekend and early/late shift phone support coverage
- Perform all other duties as deemed necessary by the department manager or supervisor

**Qualifications:**

- Minimum 2 years in a technical support, engineering or technician position
- 2 year technical school degree or equivalent
- Previous experience in mechanical and electrical control system troubleshooting
- Excellent computer skills particularly Microsoft Office Suite products
- Displays patience when dealing with customers in difficult situations
- Eagerness & willingness to learn
- Proper phone and email etiquette
- Effective listening and problem solving skills
- Willingness to cooperate with others and work toward win/win results
- Good multitasking skills required
- Written and verbal communication skills in languages other than English are desirable