



## Customer Service Technician (Technical)

This position reports to our Customer Service Department supervisor delivering the highest level of quality service to our customers around the globe. In this critical role, you will provide mechanical, electrical and technical support to customers including troubleshooting waterjet equipment problems, ordering parts and general questions regarding OMAX equipment. Qualified candidates will have a minimum of 2 years in a technical support, engineering or technician position, with experience in mechanical and electrical control system troubleshooting. ***Please note that this position requires more than retail experience and does not involve networks, servers or any other IT related tasks.***

OMAX Corporation is a rapidly growing, leading provider of precision-engineered abrasive waterjet systems. OMAX has brought together the leading innovators and experts in abrasive waterjet technology, fostering an environment that promotes teamwork and a dedication to excellence. The capabilities of our machines consistently evolve to meet the diverse and changing needs of our customers.

### 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

OMAX Corporation offers an excellent compensation package that includes a competitive salary, generous benefits such as: medical, dental, and vision coverage, short-term and long-term disability coverage, a 401K Plan with company matching, education reimbursement, paid holidays, vacation and sick time. ***Only qualified applicants will be contacted; must be able to work for any company within the United States.*** Fax resumes to (253) 872-9660 or email resumes to [humanresources@omax.com](mailto:humanresources@omax.com).

***OMAX Corporation is an equal opportunity employer***

*Customer Service Technician\_031017*

