

Product Support Specialist

Department:	<i>Business Development</i>
Reports To:	<i>Business Development Manager</i>
Supervises:	<i>n/a</i>
FLSA Classification:	<i>Exempt</i>
Approved By:	<i>VP Sales & Marketing</i>
Revision Date:	<i>02/05/2019</i>

JOB PURPOSE:

The Product Support Specialist will provide Telematics support to our internal and external customers through a variety of methods while providing training, issue resolution, and product feedback.

ESSENTIAL DUTIES and RESPONSIBILITIES:

- Serve as primary IoT / Telematics support specialist in the following areas:
 - Hardware and embedded software
 - Cloud / Portal
 - Transport / Network
- Field customer support calls including provisioning requests, troubleshooting, and “how to” requests
- Drive resolution of open support tickets.
- Act as the liaison between HED internal teams and solution partners in ticket resolution, product enhancements and releases
- Provide technical pre/post-sales support including discovery calls, field visits, project implementation and production support
- Support product training and sales tool development for HED sales team, distributor sales team, and reps., including application notes, FAQs, product notes, user guides, presentations, online content and demos
- Document identified product challenges for future product enhancements
- Ability to travel up to 25%

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

The above list reflects the general details necessary to describe the principle and essential functions of the position and shall not be construed as the only duties that may be assigned for the position.

MINIMUM QUALIFICATIONS:

- BS degree in Engineering
- 2 years of experience in a complex or technical industrial support role
- Excellent oral and written communication skills to effectively communicate with employees, customers, and suppliers
- Ability to assess each customer/employee's knowledge levels and provide customer service
- Strong analytical and problem-solving skills
- Up-to-date technical knowledge in IoT
- Positive interpersonal and customer care skills
- Accurate record keeping skills
- Ability to use a personal computer including Microsoft Word, Excel, and PowerPoint software



PREFERRED QUALIFICATIONS:

- 5+ years of experience supporting complex multidisciplinary solutions. i.e. hardware, embedded software, cloud services, networking, etc.
- Strong organizational skills
- Detail orientated
- An in depth understanding of the software and equipment customers/employees are using

PHYSICAL AND MENTAL DEMANDS:

The position is in a fast-paced environment with deadlines, critical data, and details that are part of the daily/weekly/monthly data presentations to keep the team informed on the product portfolio. Comprehension, reasoning, decision making, and math skills are required for this position.

While performing the duties of this job, the employee is frequently required to sit, talk and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. The employee is occasionally required to stand, and/or walk. The employee must occasionally lift and/or move up to 20 pounds while moving files or small packages. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

Protective Clothing Required: None

WORKING ENVIRONMENT:

Work is performed in an office environment or at customer sites when travelling. The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

I have read and understand the duties, responsibilities and requirements for this position. *

Employee Acknowledgement

Date

*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. HED, Inc. retains the discretion to add duties or change the duties of this position at any time.