

SEQUAL JOB DESCRIPTION

(Revised 4 - May - 09)

TITLE: Technical Support Representative II (non-exempt)
DEPARTMENT: Customer Services / Marketing
REPORTS TO: Sr. Manager of Customer Service and Technical Support

POSITION SUMMARY

The Technical Support Representative will operate in a fast paced medical device manufacturing environment. The technical support function provides the first point of customer contact to address and follow-up technical issues with providers and/or users. The position provides detailed Provider technical support to regional service centers, customers and/or service representatives, as required. Development and/or editing of operator and maintenance manuals are also part of this position. The position will act as liaison between the customer and internal functions (Engineering, Quality, Service, etc).

DUTIES AND RESPONSIBILITIES

- Answers incoming customer calls related to technical support issues.
- Evaluates and prioritizes solutions with users and provides call resolution.
- Handles more challenging customer issues and escalated customer calls or emails.
- Communicates / supports the marketing / sales strategies while interfacing with the customer.
- Key conduit to disseminate technical information between the engineering, quality and RGA departments.
- Edits and reviews operator and maintenance manuals and customer oriented technical documents, including preparation of change orders when necessary.
- Initiates RMA's and monitors RMA status to assure timely response to customer products.
- Hands on ability to troubleshoot, diagnose and repair SeQual's medical product line.
- Develops and documents replacement part kits, assemblies and related instructions.
- Keeps current on troubleshooting / repair techniques of current and future products.
- Establishes regular contact with independent regional service centers by providing assistance and ensuring customer satisfaction.
- Develop and run reports as necessary.
- Provides a 24/7 on call service for the company on a rotating basis.
- Performs other duties as assigned by management.

Core Competencies:

- Basic computer literacy in Windows environment.
- Excellent communication and telephone skills.
- Must be able to give oral presentations to small groups of customers and/or company personnel. Good Presentation skills.
- Must have excellent verbal and written skills including basic technical writing in the English language.
- Strong time management skills
- Technically literate, in either electrical, mechanical or a combination.

TRAINING AND EXPERIENCE

- Associates Technical degree or equivalent. Preferred Electronics background.
- Three years minimum experience in a Technical Support environment with electrical, electronic or mechanical products.
- Prior Customer Service Engineer experience preferred.

- Prior Respiratory Care experience with home health care products preferred.

REQUIREMENTS

- Up to 70% of time on phones.
- Good hand / eye coordination.
- 10% development of printed, media or other training/manual materials.
- Must have full range of motion and be able to stand for extended periods and use hand electrical tools.

I have reviewed and understand the requirements stated above in the SeQual job description.

Signature

Date

Manager Approval

Date