

SUPPORT SERVICES PRODUCT TECHNICIAN



DEPARTMENT: Support Services

REPORTING TO: Support Services Manager

DESCRIPTION

S&H Systems is a single-source, full-service systems integration company – delivering dependable material handling systems, software, and post-sale support since 2002. The support services department is charged with technical support of all customer projects including, but not limited to, interpreting third party and in-house data, providing support advice, undertaking audits and assessments, site investigation, site monitoring and related items.

We are seeking qualified candidates to be a client advocate in providing technical guidance and resources to the portfolio of support and life cycle management products. Successful candidates will have proven experience in evaluating/auditing conveyance and supporting components for operational performance, safety, and potential obsolescence.

This position will provide detailed reporting on nonconformance, state of operation and opportunities to stabilize and improve performance. Other responsibilities include, but not limited to:

- Participate with on-site qualification and system commissioning
- Provide research and discovery of legacy installations that require an alternative support plan
- Provide On-Site Training to clients and service personnel
- Assist with remote support and emergency service as well as parts identification, ordering, and order consolidation as needed
- Travel requirement: 50 %

BASIC QUALIFICATIONS

- Two years' industry experience and High School diploma or equivalent
- Advanced Microsoft Office skills and an exceptional attention to detail
- Excellent verbal and written communication skills
- Ability to work independently and in team environment

PREFERED QUALIFICATIONS

- Associates degree or technical school certification
- Four+ years' industry experience