

Job Description

Position: Product Support Specialist

Location: Springfield Illinois

Department: Customer Service

Job Summary

We are seeking a dedicated and experienced Product Support Specialist to join our dynamic team. As a Product Support Specialist, you will be involved with all aspects of inbound and outbound support of TeeJet precision farming products. This role will involve troubleshooting TeeJet electronics product-related problems, guiding customers through solutions, and escalating issues as needed to ensure satisfaction of OEM, distributor, dealer customers and end users. This role will also include support of field sales staff and assistance with product specifications.

This position reports to the Operations Manager and it is based in Springfield, IL office.

Duties and Responsibilities

Technical Support

- Respond to customer inquiries and provide technical product support via phone, email or otherwise
- Develop and maintain a deep understanding of company products, features, and technical specifications along with a thorough understanding of the applications for which products are normally used.
- Identify and diagnose technical issues reported by customers and guide them through troubleshooting steps
- Escalate unresolved issues to appropriate internal individuals or teams
- Research and investigate complex technical issues to determine root causes and recommend solutions
- Record and maintain detailed records of customer contact

Sales Support

- Assist field sales staff and other commercial team members in the identification and capture of sales opportunities
- Use knowledge of applications and products to help customers select the appropriate TeeJet products for their application.
- Create and refine customer quotes based upon provided parameters
- Assist customers with installation of TeeJet products and diagnose problems with installed equipment
- Create product support documentation such as troubleshooting checklists, user manuals and other technical support literature
- Work with other staff in trade show exhibits and attend industry seminars to promote products and learn about industry developments and trends

- Create training materials and assist in conducting product related training for sales representatives and customers

Operations Support

- Assemble sales data for analytical and business development purposes
- Manage OEM warranty process and administration
- Communicate with engineering regarding potential product issues and resolution
- Support company goals and objectives
- Working closely with customer support specialists and other team members on day-to-day functions

Qualifications (education, previous experience, skills, certifications, physical requirements)

- A 4-year college degree in a related agricultural engineering or agricultural technical discipline; or one to two years related experience and/or training; or equivalent combination of education and experience
- 2-5 years of industry experience.
- General understanding of field crop, orchard, vineyard and/or turf related spraying/spreading applications
- General understanding of general agronomic principals and agricultural practices would be a plus
- Ability to communicate in English clearly and concisely, both verbally and written
- Ability to travel approximately 5-10%
- Ability to make professional presentations to audiences with varying degrees of product or market knowledge
- Ability to think critically, troubleshoot and problem solve quickly and effectively
- Proficient in Microsoft Office programs, with basic CAD knowledge being a plus
- Ability to function effectively within a team environment and adapt changing company needs