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# Example of Technical Representative Job Description

Our company is searching for experienced candidates for the position of technical representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technical representative

* Answer in-bound calls from Dealer Technicians and answer questions over the phone
* Gather and prepare documentation regarding product failure
* Troubleshoot with the Dealer Technician to resolve issues with the product in the field
* Individual will also service other customers in surrounding states and support the sales and service team when necessary
* Manage, track and distribute significant projects to increase sales opportunities for our customer base throughout a multi-month or multi-year sales cycle
* Build relationships with current Preferred Contractor base
* Own the success of our customers
* Respond to written and phone requests for service, warranty or parts assistance from our distributors, dealers or end-users
* Assist distributors and dealers in the administration of our warranty and customer related policies and procedures
* Participate in development of technical data sheets and other training related materials

## Qualifications for technical representative

* Flexibility to work any shift as we are open 24/7
* High School diploma or equivalent minimally
* Experience selling and servicing internet web applications or services to small businesses and consumers
* Knowledge of internet, social media and/or small business is highly preferred
* Strong desire to learn Internet and website technologies and communicate with business customers
* Ability to diagnose and solve problems with varying complexity, using multiple tools and systems