Our innovative and growing company is looking to fill the role of field technical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for field technical support

- Prepare and promptly submit administrative and technical reports as requested to supervisor and advises of all field tests or installation requirements that need assistance from Application Engineering, Existing Equipment Engineering, and regional Application Specialist
- Provide technical assistance to service technicians to resolve day to day issues, troubleshooting, documentation issues, and clarification of written procedures
- Be an expert on support process and business systems, with emphasis on CRM (SFDC) and cloud based phone systems
- Collaborate with the global customer solutions and GIS team to evaluate support requests
- Provide routine updates to the global team in regards to upcoming enhancements, bug fixes, and improvements to the business system to support regulatory audits, efficiency improvements, and additional functionality
- Lead and influence cross-functional teams to develop improved processes and communication in support of business initiatives
- Understands and communicates strategic and tactical directions to ensure consistent and cohesive business objectives interdepartmentally
- Technical support across any type of electrical or mechanical equipment, systems and subsystems from simple to moderately complex in nature
- Maintain on-going knowledge of information contained in Apparel Materials

- Comment accurately on color fastness for materials and trim lap dips, printing, , bulk production in a timely manner to meet buy ready deadlines

Qualifications for field technical support

- Recognized as an expert in industry or advanced specialty areas
- Relevant product and company knowledge
- Application Server (WAS, WebLogic, Tomcat)
- Valid, current maintained driver's license
- Driving and maintenance of assigned company vehicle, as a tool to complete onsite visits, per HP policy
- High School diploma or equivalent, plus additional hardware technology training