Our innovative and growing company is searching for experienced candidates for the position of field technical support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for field technical support

- Train customers and new department employees
- Effectively handle technical queries from assigned customers and be knowledgeable of and sensitive to business, social and cultural issues significant to the customers
- Support other TS team members and other teams as required
- Manages, monitors, approves, and denies UPG National Account customer warranty and concessionary expenses as a percentage of equipment sales while developing programs to continually reduce these expenses
- Acts as liaison between Factory Quality, Manufacturing, Marketing, and Engineering team members in resolving field product issues and coordinating field test programs of product, accessories, controls and components on related National Accounts Customer issues
- Resolves National Account Customer emails and complaints in a timely, effective manner
- Drives and tracks product issues to full resolution, then communicates the resolutions back to the customer ensuring they resolve the report
- Enters calls and emails into Cloud Service Data Base
- Provides Training, Regional, On-Site, or via Media for National Account Customers on proper equipment installation, controls applications, servicing, and maintenance practices
- Continually search out, monitor, and develop National Accounts Technical Service (NATS) service contractors to promote engagement in our Equipment Verification Checks (EVC) and Factory Approved Servicer (FAS) startup

Qualifications for field technical support

- Understands best-in-class support and best practices
- Previous Life Science or Clinical Industry experience a plus
- Experience working with ERP, preferably SFDC and SAP
- Ability to collaborate and communicate across all levels of the organization and effectively balance commercial and operational needs
- Results driven, team player able to effectively interface teams both virtual & remote
- English skills mandatory