



# Example of Technical Product Support Specialist Job Description

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Our company is looking for a technical product support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technical product support specialist

- Assist with training of staff in Technical Service and the Training departments
- Experienced, or gaining experience of the complete system to ensure the interaction with allied products is fully supported
- Return all calls and emails in a timely manner
- Route calls to proper Departments to satisfy customer needs
- Build and maintain Technical Services training and support equipment racks trade show racks
- Must have 7+ years hands-on field experience in automotive or fleet maintenance with experience in fastening products and raw materials
- Provides Technical Leadership to other team members providing additional support to technical Support Specialists as required for more complex issues
- Provide technical support and service via phone or PC connection to our US customer base, distributor network in the Americas, and other Given employees
- Perform depot service functions including diagnosing, repairing, updating, or staging of Given products
- Assist material management personnel in conducting in-coming inspection of Given or vendor product for quality assurance purposes

## Qualifications for technical product support specialist

- Meets Expectations or higher on latest performance review

then the ability to clearly articulate this to resolve a particular customer problem

- National Institute for Certification in Engineering Technologies (NICET) Level III in Special Hazard Systems or equivalent industry certification a plus
- EAS, RFID and integrated software solutions market and product solution awareness, technologies, pricing and competitors
- Experience with various enterprise infrastructure technologies such as wireless/ wired networking technology, multi-protocol sensor devices (RS232, RS485, GPIO, LAN, ) and RF technologies
- Knowledge of both licensed software applications hosted/ managed software as a service offering