



Example of Technical Product Support Specialist Job Description

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Our company is looking for a technical product support specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for technical product support specialist

- May require handling of non-conforming product per the Quality & Assurance procedures
- Meet and communicate regularly with the Engineering teams, updating them on product needs from customer perspective, and align your understanding about the product vision
- Do you have 'hands on' experience of working on hydraulic, electrical, or mechanical equipment?
- Are you good at problem solving technical concerns, Hydraulic & Electrical?
- Are you looking for the opportunity to influence machine Uptime to improve customer satisfaction?
- Are you proficient in Microsoft office tools and databases?
- Are you looking for a role that is dynamic and can be different each day?
- Do you enjoy working both outside and in an office environment?
- Can you manage your own time and prioritise your actions, in a fast paced high tempo environment?
- We support dealers globally, will you relish the challenge to support varying dealer needs across the globe? Can you communicate clearly in English at all levels?

Qualifications for technical product support specialist

- Extensive experience in interfacing with and influencing various internal (sales, operations, field tech support, marketing,) and external stakeholders

- Must have 7+ years hands-on field experience in automotive or fleet maintenance experience in fastening products and raw materials
- Must have 7+ years hands-on field experience in application, installation, maintenance, troubleshooting & repair of hand/power tools, metal working/welding and test equipment
- Must have basic computer skills, to include
- Three years' experience in technical support or service (including installation and maintenance of hardware or software controlled products)