



**Position Profile:** Technical Support Specialist  
**Competition Number:** US200915  
**Business Unit:** Customer Support  
**Reports To:** Technical Product Manager, Marine & GPS Components  
**Location:** Scottsdale, Arizona  
**Date:** April 23, 2009

**Purpose:**

The purpose of this position is to perform post-sale technical support and performance validation for various products, and resolve a wide variety of customer technical problems or education inquiries, verbally or in writing. This also includes performing product testing to uncover any failures, weaknesses and ongoing suitability for market on existing products. Also this individual will be expected to report and communicate test results, customer satisfaction ratings and support issues.

**Responsibilities:**

- Perform direct customer, dealer and service center technical and customer support via telephone, email and/or any other communication method.
- Field Problem Resolution – Must be able to travel to field locations in order to solve and/or capture component, software or application issues with a given product that cannot be resolved remotely.
- Resolve service issues, routing more complex issues to the appropriate team.
- Perform validation tests on alpha and beta units to insure hardware and software systems meet market requirements and customer expectations.
- Perform regular validation testing on existing products to confirm reported issues and proper performance.
- Prepare training and support materials and provide training on new and existing products.
- Conduct advanced troubleshooting.
- Compile, analyze and rank support issues for new potential product developments.
- Contribute to and maintain product knowledge database in order to allow for ready access to product information, troubleshooting and problem traceability.
- Report on product test results, support issues and customer satisfaction.
- Document customer contact results and suggestions for continued improvements to internal systems and products.
- Provide SRO numbers to customers and internally document when it is determined that product repair is required.
- Work directly with Product Management to provide field application knowledge in order to quantify product requirements.
- Design, develop and maintain model specific installation/interface kits to support new and existing machine control products.
- Other related duties as assigned by Management and/or Executive Team.

**Education and Experience:**

- Associates degree or certificate in a technical field of study; Bachelor's degree desired
- Minimum 2 years experience in a product support, repair or troubleshooting capacity.
- Basic electrical and electronics knowledge.
- Experience with Microsoft Office Suite – Word, Outlook, PowerPoint and Excel.
- Familiarity with computer hardware.



**Demonstrated Competence in the following:**

- Possess working knowledge of GPS
- Excellent written and verbal communication skills
- Desire to learn on a continual basis.
- Good customer service, planning, time management, communication, decision-making and organizational skills.

**Apply**

- Send Resume to [careers@hemispheregps.com](mailto:careers@hemispheregps.com)
- **Please quote competition number US200915**
- No phone calls please

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