

## Job Outline

<b>Position Title:</b>	Technical Support Specialist	<b>Department &amp; Cost Center:</b>	Tech Service,6250
<b>Reports to:</b>	Manager-Technical Services	<b>Location:</b>	LNY

<b>Position Overview</b>
<b>Define position overview.</b> What would you tell someone if asked "What do you do"? – write one or two sentence description or bullet points to describe what the role encompasses. Use easy to understand language and terminology and be as specific as possible.
<ul style="list-style-type: none"> <li>• <b>Provide Technical assistance and support for Laerdal products</b></li> <li>• <b>Ensure customer satisfaction</b></li> </ul>
<b>Position Holder is Accountable For:</b>
<b>Define accountabilities.</b> Accountability is being answerable for the result. List the key areas, projects, implementations or applications that the individual is solely accountable for or has the primary decision-making authority. The purpose for defining these accountabilities is to clarify what the employee is accountable for and to agree exactly on the scope of authority. Accountabilities may not be applicable for all roles.
<ul style="list-style-type: none"> <li>• <b>Coordinating and implementing solutions for customer</b></li> </ul>
<b>Responsibilities:</b>
<b>Describe primary responsibilities.</b> The Responsibilities describe the most important and frequent actions that are taken by the employee in support of their role. These activities should represent approximately 80% of the time spent on the job. The intention is to provide a concise overview of the job, not to provide "how to" or "step-by-step" details.
<ul style="list-style-type: none"> <li>• <b>Answer phone calls and emails from customers, internal and external</b></li> <li>• <b>Create and Maintain service tickets for all customer interactions, through to closure</b></li> <li>• <b>Collaborate and discuss solutions internally and outside the department to coordinate most effective solution.</b></li> <li>• <b>SW testing as required</b></li> <li>• <b>Customer Feedback reporting and escalation</b></li> <li>• <b>Providing good customer service to all</b></li> <li>• <b>Identify emerging technical issues; collect information, test and confirm, escalate as needed, provide team(s) work around or solution.</b></li> </ul>
<b>Requirements:</b>
<ul style="list-style-type: none"> <li>• Two plus years' experience in technical service – tier 1/2 technical support role preferred.</li> <li>• Ability to identify problems, mediate issues, develop solutions, and implement a course of action.</li> <li>• Experience working with Various products and technologies (PC Hardware, and Software, light pneumatics)</li> <li>• Must have basic knowledge of computer and electronics repair and operational theory.</li> </ul>

- Must have good mechanical skills to facilitate walk through of repairs over the telephone.
- Excellent communication skills both verbal and written.
- Must be able to communicate effectively with a broad range of individuals at all levels.
- Must be able to complete assignments as agreed upon and assure customer is completely satisfied.
- Must be proficient in computer operation including but not limited to, Windows, Remote Troubleshooting Software, various CRM (Customer Relationship Management) programs.
- Must have a sense of urgency in resolving customer issues or perceived issues.