



## **Inside Technical Support Services Representative**

TubeliteDenco is a wholesale distributor of equipment and supplies used by visual communications providers including sign manufacturers, digital printers & screen printers.

The ITSSR is responsible for nurturing a professional and productive relationship with our customers, and to maintain a consistent commitment to quality in dealings with customers. He/she will professionally and thoroughly handle all customer product demonstrations, in house and WebEx trainings, inquiries, complaints and follow-up for equipment and software sales.

### **Essential Job Duties**

#### **Technical Support/Training**

- Responsible for understanding and staying proficient with all sign-making software and equipment systems sold by TubeliteDenco.
- Actively participate in the evaluation of new products and technologies for the Company
- Provide prompt and efficient installation and training support for all equipment sold in the territory.
- Provide quality technical support to customers as well as other company staff in a timely manner.
- Maintain accurate records for all service calls and service contracts sold in the territory and provide periodic reports of activity.
- Maintain an organized and efficient workspace for performing depot service.
- Be proficient in internal software systems for order entry and research.
- Understand learning styles and the appropriate teaching methods to most effectively teach to a person's personal learning style.
- Be proficient in using WebEx or similar platform for training and issue resolution.
- Responsible for producing quality profiles for digital media as needed

### **Physical Requirements:**

The characteristics described below are representative of those encountered while performing the essential functions of this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. While performing duties of this job, would occasionally be required to stand, walk, sit, reach with hands and arms, climb or balance, stoop or kneel, talk and hear, and use fingers and hands to feel objects, tools or controls.

- Must be able to have manual dexterity to operate equipment and tools required on the job
- Must be able to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions
- Must be able to quickly respond (with the hand, finger or foot) to a signal (sound, light, picture) when it appears.
- Must occasionally lift and/or move up to 50 lbs.

### **Education and/or Experience Preferred**

- High school diploma. 3-5 years Technical experience. 1-2 years minimum administrative experience.
- Associate's degree or 7+ years of similar experience preferred

### **BENEFITS**

Full-time employees are eligible for Medical, Dental, Vision, Life Insurance, Flex Plan and LTD after successful completion of 60 DAYS. PTO benefit accrual at 90 days.

Full-time and Part-time employees are eligible for the 401k Plan after 60 days

Paid holidays, Business Casual Dress

Apply today to express your interest in a great organization!! We look forward to hearing from you! Please respond [here](#) with your resume and salary requirements

**EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**