



# JOB DESCRIPTION

<b>Job Title:</b>	Technical Support Technician
<b>Department:</b>	Technical Services
<b>Reports To:</b>	Erik Bates

## **SUMMARY:**

The Technical Support Technician supports department and company objectives for *premier customer service* through the provision of hands on equipment troubleshoot and repair of the Quantum Sniffer line of explosives detectors in the company's technical service department.

The Technical Support Technician will be expected to acquire and apply a thorough understanding of the theory of operation, design, and disassembly of the Quantum Sniffer line; as well as develop a solid grounding in solutions to common and complex electro-mechanical problems.

In-house support to customer problems will also entail handling phone support for incoming requests for technical assistance. Travel to customer locations in the United States and Canada may be required from time to time to provide on-site support.

The Technical Support Technician is expected to complete and maintain detailed records of all technical problems using the company's database. Other areas of responsibility include supporting the product improvement lifecycle with objective evidence of reliability, manufacturability, and serviceability issues that require corrective action in design; as well as assist in the creation, maintenance and update of technical literature on the platform.

## **RESPONSIBILITIES:**

- Providing problem resolution with Quantum Sniffer line of explosive detectors

- Phone support for troubleshooting product issues in the field

- Data base management for product quality control and improvement

- Updating Technical Bulletins, Technical Manuals, User and Administrator manuals

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the company

**QUALIFICATIONS:**

Education: Associates Degree in Electronics from a technical trade school at a minimum. Solid working knowledge of electronic circuits, schematics, assembling and disassembling complex electronic and mechanical equipment is required.

Experience: Must have at least 3 years of related work experience, or an equivalent combination of technical training and related experience.

**REQUIREMENTS:**

First shift, Monday through Friday, 8:00 AM to 5:00 PM

Up to 15% travel

May be asked to occasionally provide phone support from home in the evening

Must be able to lift 50 lbs.

**OTHER SKILLS / ABILITIES:**

Experience with hands-on troubleshooting role and techniques

Mechanical aptitude, strong problem solving skills, and manual dexterity are a must

Knowledgeable with high voltage circuits and power supplies

Knowledgeable with printed circuit board design and schematics

Knowledgeable in the use of measuring and diagnostic equipment such as multimeters, oscilloscopes, etc

Familiarity with DOS and Windows based O/S and various software programming languages is a big plus

Must be able to communicate well verbally and in written reports

Experience is making technical and training presentations

Related experience on semiconductor equipment

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