



Pine Test Equipment, Inc. is seeking a Product Support Manager to direct a team that provides factory based support for Pine's equipment across thousands of installations worldwide. The team is responsible for providing operational education and support to users and independent service providers. The candidate will be responsible for enhancing customer support which could include customer-site activities, phone and video support, and the development and dissemination of support documentation.

Minimum Qualifications:

- Business or Technical Associates Degree, or equivalent experience
- 5 years' working as supervisor/manager, providing excellent leadership and customer service
- 5 years' experience in managing technical support assets
- Proficient with computer technology including MS Suite, Outlook, Internet, Social Media Platforms
- Strong communication skills, written and verbal, including proper telephone and video etiquette
- Extremely detail-oriented and organized

Preferred Qualifications

- Understanding of video-training platforms such as YouTube
- Working knowledge with product photography and video production
- Experience with technical writing

Essential Functions

- Organize all product support assets for most effective utilization
- Develop and disseminate operational, maintenance and repair support documentation
- Direct all phone and video support activities
- Maintain effective communications with Sales, Engineering and Supply Chain personnel

The chosen candidate will enjoy:

- A sound and well-established company
- A healthy work environment
- A competitive salary with excellent benefits:
 - Medical, Dental and Vision Insurance
 - HRA and FSA
 - Life, A.D.&D, Short-term disability, Long-term disability insurance
 - 401K Match and Profit Sharing
 - Educational Assistance Program
 - Paid Time Off (PTO)
 - Unpaid Time off (UTO)

In order to comply with federal equal opportunity recordkeeping and other reporting requirements, PINE asks all applicants to provide us with certain demographic information. Providing this information is strictly voluntary and will be kept confidential and separate from any resumes or other material submitted. It will not be used in determining employment at PINE. In order to complete this document, go to [www.pineinstrument.com / Careers / Invitation to Self-Identify](https://www.pineinstrument.com/Careers/Invitation%20to%20Self-Identify) and follow the directions. <https://www.pineinstrument.com/self-identification-form/>



101 Industrial Drive (USPS)
104 Industrial Drive (UPS & FedEx)
Grove City, Pennsylvania 16127

Thriving at PINE requires embracing Pine's Vision of Success: Lead with Compassion – Follow with Respect – Interact with Integrity – Labor with Diligence – Invest with Wisdom.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

Applicants who do not meet the basic qualifications for the position will be not considered.