



JOB TITLE: Product Support Technologist
DEPARTMENT: Product Support

FLSA STATUS: Non-Exempt

Thriving at Pine Test Equipment, Inc. requires embracing Pine's Vision of Success:

Lead with **Compassion** – Follow with **Respect** – Interact with **Integrity** – Labor with **Diligence** – Invest with **Wisdom**

JOB SUMMARY

The *PRODUCT SUPPORT TECHNOLOGIST* position is a key team member working in conjunction with Pine's product support and design engineering teams. This position provides support and assistance to customers using Pine equipment. Such support will encompass providing instruction in operational parameters, preventive maintenance routines and user performed troubleshooting and repair episodes. Additionally, this position will work with other key engineers across the company in product development and system challenges within the various generations of products. The performance of hands-on factory-based repairs is also an important facet of the position.

QUALIFICATIONS

- Bachelors or Technical Associates Degree in Applied Science, Electrical, Electronics or equivalent education.
- Combination of 5 years of hands-on work experience in product development, systems control, and technical repair or equipment operations.
- Proven employment record of working with design, sales, engineers, product support, control systems, and repair to include calibrations.
- Strong communication skills both written and oral.
 - The ability to write instructional manuals explaining complex systems in common language.
- Ability to understand complex engineering concepts, electromechanical machinery and relevant technology languages.

ESSENTIAL FUNCTIONS

- Work in conjunction with Pine's Product Support Team to
 - provide users with instruction in operational parameters, preventive maintenance routines and user performed troubleshooting and repair episodes.
 - complete necessary repairs for units returned to the factory.
- Assist in the creation of user focused educational content to include instructional videos and written documentation.
- Assist and support Pine's Field Service Technicians.
- All other assigned duties.
- Travel and overnight stays may be needed in unique situations.

WORK-RELATED KNOWLEDGE

- Experience in the industry of servicing laboratory equipment.
- Flexibility to deal with changing needs and opportunities.
- Highly proficient with computer technology.
 - Personal computers
 - Microsoft products
 - ERP/CRM platforms
 - Internet savvy
 - Cell phones/Smart phones
 - Voice and Text communication



- Email
- Camera
- Detail-oriented.
- Live by the organization's stated core values.
- Decision-making and Complex problem-solving
- Mechanical, electrical, and electronics knowledge, understanding, and experience.
- Knowledge of the asphalt production/paving industry.

PROBLEM-SOLVING & COMMUNICATION SKILLS

- Problem solving / Troubleshooting.
- Excellent communication skills.
- Manage time and work areas well.
- Work independently.
- Perform basic mathematics at an above-average level.

PHYSICAL DEMANDS

Position works in both office setting and production floor. Occasionally lifting may be required; Occasional assistance with heavy tools or cleaning solutions. Assisting with operating machines and replacing parts. Should be able to lift and hold 25 pounds above head for short periods of time. Should be able to focus of a computer screen for at least 2 hours at a time. Should be able read technical writing for at least an hour at a time.

EMPLOYEES BENEFITS:

- 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 Holidays
 - Paid Time Off (PTO)
 - Unpaid Time Off (UTO)

We are an equal opportunity, affirmative action 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.