

Technical Support Specialist

Job purpose

Supports the Service and Engineering Solutions department, customers, reps, distributors and service partners in service needs of PHCNA Equipment. This includes the proper installation, maintenance and repair of company products as well as quality analysis and reporting for all company products.

Essential duties and responsibilities

- Provide technical phone support for the installation, maintenance, and repair services to PHCNA customers, reps, distributors, and service partners
- Identify parts needed for repairs and initiate parts orders, for warranty
- Initiate service orders for local customers requiring on-site repairs
- Diagnose and repair of returned equipment with unique / complex problems
- Create, maintain, update parts list, instruction, or service manuals
- Create reports, diagrams, and other documentation to illustrate product issues / failures and suggested improvements as part of the QA process
- Perform testing of new products / services to identify best practices and document proper installation & repair techniques
- Determine most cost-effective solution for warranty costs and customer needs
- Communicate with vendor manufacturing facilities to provide accurate and detailed information to PHCNA customers as required
- Prepare call logs, project reports with Microsoft office or other software suites as needed
- Follow company compliance guidelines
- May develop and present training for service personnel
- May perform field service repair duties as necessary
- Performs other related duties as assigned

Qualifications

- College, Vocational School Degree preferred (Electronics, BMET, or Refrigeration)
- Minimum 3-5 years in experience in Biomedical Equipment Repair or similar field experience.
- Refrigeration repair experience (Cascade/Ultra-low refrigeration experience preferred), Electronics repair experience and or Laboratory Equipment repair required
- Requires excellent verbal and written communication skills
- Ability to communicate information and ideas by in speaking and/or writing so others will understand
- Ability to work in team-oriented environment
- Ability to work independently in a time sensitive environment
- Ability to maintain confidentiality
- Ability to prioritize and organize workload, multi-task, adapts quickly to change, and deliver under the pressure of deadlines

Working conditions

- Most time is spent in general office conditions
- Technical Support Specialists may have to work in the following: PHCNA's Service Shop, Research Laboratories, Industrial Settings, Hospitals, Pharmacies and other Biomedical/ Life Science facilities.
- The service shop can expose the Technical Support Specialist to chemicals including oils, refrigerants, solvents, medical grade gases, noise, large moving equipment and aerosols. This space is typically environmentally controlled but, in some cases, work needs to be done in the warehouse which can be cold, hot or humid.
- The other sites of work can include the use of hair nets, gloves, surgical masks, cleanroom suit (bunny suit), and other personal protective equipment as seen fit by the site's protocols.
- Some travel on average 10%

Physical requirements

- Sitting or standing for long periods of time
- Walking
- Lifting up to 75lbs
- Bending
- Driving