**Job Description**  **Position: Technical Support**

**Department: Sales**

**Position Summary**

This position provides technical support for electronic and mechanical products to our customers, Regional Sales Managers (RSMs) and distributors assuring the proper selection and application of Meriam devices. This person must become the expert by having the proper product knowledge to solve problems, train Meriam personnel, distributors and customers on product use. The position has great growth potential within the organization.

**Essential Functions and Primary Duties and Responsibilities**

1. Electronic and mechanical aptitude
2. Computer literate
3. Provide technical support to Meriam distributors and customers to select the best Meriam product for an application
4. Troubleshoot problems via the phone or through email
5. Able to train Customers, RSMs, Inside Sales and Distributors
6. Travel with Regional Sales Managers, to trade shows and customer sites for troubleshooting, presentations, demonstrations and/or training on Meriam products
7. Good verbal and written communication skills

**Other Duties**

1. Provide input to marketing and engineering for product improvement
2. Support marketing and engineering in developing product literature and manuals
3. Support Inside sales.

**Minimum Education and Experience:**

Associate’s Degree is required. Need also have work experience in either customer service or a technical field. A technical support background is preferred.

**Software and Equipment**

Training in Microsoft Office, Word, Excel and Power Point are required.

**Travel**

Approximately 5% to 10% Domestic travel by land or air.

Competitive salary based on experience and skills. Company benefits package.

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Attention: Human Resources

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