



"Inspire and empower people to create innovative product solutions that revolutionize the industry"

Position: Technical Support Technician
Reports To: Technical Support Manager

Status: Non-Exempt
Approval Date: 4/26/19
Last Revised: 4/26/19

Position Summary

Provides technical support for homeowners, contractors, utility personnel, and others. Develops technical documentation and training curriculum. Communicates sales and technical information to customers. Performs other sales and support duties designed to maintain and enhance customer relations, as time permits.

Steffes Core Values

Trust: We promote growth and long-term success by making wise decisions with trust as an essential component.

Respect: We unleash creative talents of our diverse workforce by treating each other the way we would like to be treated.

Teamwork: We believe people achieve much more by working together.

Integrity: We follow through and keep our word while being open, honest, ethical, and fair.

Safety: We view our co-workers as family members of our business and strive to ensure safety for all.

Humility: We recognize and appreciate strengths and contributions beyond one's self. We are modest, genuine, and authentic.

Key Responsibilities

1. Providing technical support to homeowners, contractors, and other customers.
2. Handle customer problems/complaints via phone, email, or other necessary means.
3. Develop resources to aid in the installation and troubleshooting.
4. Update manuals, instructions, labels, and other supporting documents to communicate complex and technical information to employees and customers.
5. Update and prepare presentations and other training materials for product training sessions.
6. Draft ECO's, NCR's, and CAR's as needed.
7. Run reports on technical calls and warranty information as needed.
8. Poll customers concerning product satisfaction.
9. Assist with sales and customer service duties, as time permits.
10. Maintain a positive work atmosphere by acting and communicating in collaborative manner with customers, suppliers, co-workers, and management.
11. Helps company meet its Strategic, Quality and Safety objectives.
12. Other duties may be assigned.

Core Expectations

Customer Service - Demonstrate excellent customer service and display a positive attitude and behavior consistent with the Steffes Code of Conduct and Core Values.

Quality - Actively support and participate in Quality Improvement.

- Take immediate action in unsafe situations.
- Adhere to all safety standards; thus, promoting safe practices to ensure a safe environment.

Conduct - Demonstrate and support the Steffes Code of Conduct.

Policies and Procedures - Demonstrate and support Steffes Policies and Procedures by:

- Using tact, sound judgement, and maintaining a professional attitude in communication and relationships with others.
- Striving to deliver the best quality in daily work.
- Promoting a positive image of Steffes and its products.
- Being timely and punctual in attendance and following all policies and procedures.

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Job Requirements/Qualifications

- Associates Degree in a related field or at least 3 years of work experience
- Must possess great communication skills

Physical Demands of Position

- This position requires walking, sitting or standing to a significant degree.
- Must have the ability to lift 50 pounds from floor to waist, carry 50 pounds, and push and/or pull up to 20 pounds.
- Must have the ability to climb ladders and/or stairs.
- Stooping, crouching, kneeling and bending.
- Handling, feeling, and gripping would be required for some activities.
- Visual acuity is required to inspect work completed.
- This role may be subject to internal and external environmental conditions.

Acknowledgement

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

I acknowledge that I understand the information contained in this document and can perform the essential functions of this job without accommodations. I also acknowledge that employment with Steffes Solutions LLC is at-will and not for a specific period of time and can be terminated at any time, with or without cause or notice, by Steffes Solutions LLC.

Employee Signature:

Printed Name:

Date:

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