



## Our Commitment Shows

### POSITION PROFILE

- TITLE:** Product Support Technician.
- LOCATION:** Salisbury, NC
- FUNCTION:** Responsible for on-site new machine start up, field service and warranty repairs. This job entails all aspects of technical, service parts, and administrative service-related duties to provide exceptional support to our global customers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Start up new machines and perform onsite repairs for customers.
- Provide technical support to end users and dealers.
- Assist with customer operation/application issues.
- Provide Parts related assistance to customers when requested or required.
- Works to maintain Customer satisfaction using all available resources to ensure brand loyalty.

**REQUIREMENTS:** Experience in the following elements required:

- Must have hands-on electronic/electrical, hydraulic, mechanical and welding experience to perform onsite repairs.
- Excellent communication skills to be able to converse with customers and employees in person, via phone and email.
- Ability to remain tactful in challenging and argumentative situations.
- Can multi task and follow up through to problem resolution.
- Able to travel up to 50% of the time and be flexible with working hours.
- Basic knowledge of Microsoft Programs, (i.e. Excel, Word, Power Point and Outlook).
- Ability to read and understand blueprints, technical manuals, parts manuals, etc.
- Able to lift 75 lbs. regularly and up to 100 lbs.
- Valid Driver's license with a clean driving record.
- Passport or able to qualify for one.

**ADDITIONAL EXPERIENCE DESIRED:**

- Knowledge of Slipform Paving machines and concrete applications.
- Road construction experience.
- Familiar with GPS/3D modeling technology.

This position is full-time and requires a pre-employment physical, background, and drug screen. Power Curbers is an equal opportunity employer. Submit resume to [pstechjob@powercurbers.com](mailto:pstechjob@powercurbers.com)