



Position Imaging Inc

Smart Package Room®

Job Title:	Product Specialist	Job Category:	Individual contributor
Department/Group:	Customer Support	Job Code/ Req#:	Job Code/ Req#
Location:	Stratham NH	Travel Required:	Travel Required
Level/Salary Range:		Position Type:	Full Time
HR Contact:	Michael Rowell	Date Posted:	8/24/17
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	Posting Expires
External Posting URL:	www.position-imaging.com/careers		
Internal Posting URL:			

Applications Accepted By:

FAX OR EMAIL:

603-373-0945 or miker@position-imaging.com
 Subject Line: Product Specialist

MAIL:

Michael Rowell
 Position Imaging Inc
 2 Marin Way Unit #3
 Stratham, NH 03885

Job Description

ROLE AND RESPONSIBILITIES

- Coordinate with sales, manufacturing and service to support new product developments and existing product enhancements.
- Work with development team in performance analysis of new products and enhancements.
- Work with support team to evaluate complex customer problems, identify root causes and derive resolutions.
- Act as manufacturing support for kitting, manufacturing and testing product prior to shipment
- Create and maintain documentation for all support activities including product development, enhancements, training, calibration, troubleshooting and manufacturing activities.
- Provide product training to staff.
- Analyze customer suggestions and recommend product revisions.
- Develop knowledge bases and FAQs for product support activities.
- Maintain database of installed base revisions and upgrades
- Travel to customer sites as required to provide site surveys, installation support, service and training support

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Valid US Passport and valid drivers license
 Minimum 3 yrs in a manufacturing or engineering support role
 Minimum 2 yrs business related travel experience
 Experience with all MS Office products

EDUCATION

BS in electrical engineering, mechanical engineering or demonstration of equivalent experience

PREFERRED SKILLS

CAD experience a plus
 PC and Electrical troubleshooting experience a plus
 Hand Soldering experience required



ADDITIONAL NOTES

The Ideal Candidate will be an organized self-starter with attention to detail and quality. He/She will possess exceptional written and verbal communication skills. The candidate will have a strong electrical and mechanical background and enjoy hands-on approach to problem solving.

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Michael Rowell	Date/Time:	8/24/2017 11:00 AM