



JOB DESCRIPTION

Job Title:	Product Support Engineer	Approved:	07/24/20
Job Classification:	Salary	FLSA Status:	Exempt
Department:	Product Support / Operations	Reports To:	Product Support Manager
Work Location:	Vista, CA		

FLUX POWER, INC.

Flux Power develops advanced lithium-ion batteries for industrial uses. Flux Power solutions utilize its proprietary battery management system (BMS) and in-house engineering and product design. Flux Power batteries deliver improved performance, extended cycle life and lower total cost of ownership than legacy lead-acid solutions. Flux Power sells primarily to lift equipment OEMs, their dealers and battery distributors. Current products include advanced battery packs for motive power in the lift equipment and airport ground support equipment markets.

Job Summary:

We are looking for a dynamic customer service and technical support engineer who will work with the service, development, production, marketing, and sales departments. This person will help to resolve product performance issues on the phone, by email and in the field. They will collect both competitive intelligence and Flux Power user data. The primary goal of this position is to deliver world class pre-sales and post-sales technical support. The position helps drive the customer support and user experience to win in the marketplace and achieve financial performance.

Essential Duties and Responsibilities:

- Maintain a high level of knowledge on our products and industries supported.
- Provide phone, email, and remote login support to onsite technicians who are experiencing an issue with our product.
- Develop and conduct training programs to frontline service technicians in the installation, programming, safety, maintenance, and repair of equipment, products, and systems.
- Respond quickly and effectively to requests for assistance from frontline teams and supporting service operations.
- Take ownership of escalated issues and manage product/service outages.
- Collaborate with central & regional service leadership to develop solutions, establish standards, and drive best practices to deliver improvements in service deliver and product quality.
- Provide technical support to our sales team.
- Serve as a customer representative on product issues.
- Direct interface with end-users with product questions or concerns (phone & site travel).
- Work with Design Teams on New Product lines and changes to current products.
- Coordinate Beta site feedback on new or revised product concepts.
- Evaluate product returns and perform failure analysis.
- Write technical bulletins, maintain document repositories, and create any type of documentation a technician may need to get their job done quickly and effectively.
- Drive literature and instruction enhancements based on direct interaction with customers. Work with Product Management, Design Engineers, and Marketing on all literature, work instructions, etc. required to support the end-user.
- Commissioning and control of evaluation products.
- Maintain an understanding of all products and how to troubleshoot issues. Perform analysis and give feedback to engineering teams on possible design changes and/or solutions to issues.

- Help collect both competitive intelligence and Flux Power user data to enhance our competitive advantage.
- Collect potential customer usage data and provide analysis illustrating which Flux Power product provides the best solution.
- Serve as a liaison between engineering, sales and marketing, performing pre-sales engineering assessments and helping guide the team by 'triaging' and prioritizing incoming sales leads.
- Analyze incoming requests for potential new products, performing feasibility analysis and recommendations.
- Other duties as assigned.

Required Education and Skills:

- Bachelor of Science degree in Engineering or related technical discipline.
- Previous customer service experience.
- Demonstrated success in managing client relationships with extraordinary problem solving and de-escalating skills. Possess excellent follow-up and follow-through skills with the ability to multitask daily.
- Technical background and demonstrated skills in learning/absorbing technical products.
- Affiliation with successful manufacturing or distribution companies.
- Knowledge and experience with Microsoft Office programs.
- Strong analytical, numerical, and reasoning abilities.
- Excellent written and verbal communication and collaboration skills.
- Well-developed interpersonal skills and the ability to get along with diverse personalities.
- Participative manager type – advocates team concept.
- Results-oriented with the ability to balance other business considerations.
- Be resilient, persistent, and work towards the objectives of the project even under difficult circumstances.
- Experience with 8D, 6 Sigma or other technical problem resolution techniques is highly desired.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Benefits

- Medical, dental and vision insurance options
- 401K Plan
- Life Insurance
- Paid Time Off
- Holidays

Please review our career page at www.fluxpower.com/careers

****Flux Power is proud to be an equal opportunity employer committed to providing employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age or disability, or any other class protected by Federal, State or local laws. Flux Power complies with all employment eligibility verification requirements of the Immigration and Nationality Act and all must have the authorization to work in the US.*