



## JOB DESCRIPTION

---

Job Title:	Product Support Technician	Approved:	3/11/2026
Job Classification:	Hourly	FLSA Status:	Non-Exempt
Department:	Customer Support	Reports To:	Product Support Manager
Work Location:	Stone Mountain, GA		

### The Role

The Product Support Technician works hands-on with the technology providing technical assistance to customers experiencing issues with Flux Power battery packs. Product Support Technicians deliver world class pre-sales and post-sales support to both customers and prospective customers demoing Flux Power battery products. The Product Support Technician helps drive the customer support and user experience to win in the marketplace and achieve financial performance goals.

### 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.
- 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.
- Direct interface with end-users with product questions or concerns.
- Work with Design Teams on New Product lines and understand 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.
- Assist in the initial installation and evaluation of 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 user data to enhance Flux 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.
- Performs other related duties as assigned

### **Required Education and Skills**

- Minimum of a High School Diploma, Associates of Arts in a technical trade (Engineering or IT preferred).
- Minimum 2-years technician experience in related industry.
- Experience with training, military background, or Trade School Certification in electronics, avionics, or mechanical fields (automotive, aerospace, or marine, etc.) preferred.
- Experience with Lithium-Ion technologies is a plus.
- Strong analytical, numerical, and reasoning abilities are needed.
- Demonstrated skills in learning/absorbing technical products is a must.
- Technical background and demonstrated skills in learning/absorbing technical products is needed.
- Success in managing customer relationships with extraordinary problem-solving skills using good follow up and follow through and the ability to multi-task.
- Excellent verbal and written communication with the ability to collaborate.
- Well-developed interpersonal skills who can work with a diverse team.
- Results orientated who can thrive in a fast-paced environment.
- Domestic travel (up to 25%) is a must.
- Bi-lingual is a plus.
- Current drivers license.
- Knowledge and experience with Microsoft Office programs.
- Experience with 8D, 6 Sigma or other technical problem resolution techniques is 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.