



*Come work as a Product Support Technician at a growing company that offers great benefits with opportunities to advance and learn alongside accomplished business leaders ... Become a part of our team!*

## **Get to Know Us**

Flux Power is a fast-paced, high-growth (40% YoY), publicly traded company (NASDAQ: FLUX) that is leading the adoption of lithium-ion technology solutions. We design, manufacture, and sell advanced lithium-ion battery packs that are disrupting the 100+ year old market for lead acid batteries. Our battery packs are used to power industrial and commercial equipment like forklifts and airport ground support equipment, as well as new applications like solar-powered EV charging stations.

## **About 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.

## **What you Will be Doing**

- 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
- Familiarity with mechanical tools with a strong aptitude for mechanical repair and assembly
- Basic knowledge of electrical/electronic troubleshooting
- 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 Technicians, and Marketing on all literature, work instructions, etc. required to support the end-user
- Assist in the initial installation and evaluation of products



### **What you Will Need**

- 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 California driver 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.

### **What Can We Offer You for All Your Hard Work?**

#### **Benefits**

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

#### **COVID-19 Precaution(s)**

- Personal protective equipment provided or required
- Sanitizing, disinfecting, and cleaning procedures in place



We are committed to a safe, drug-free workplace by performing pre-employment background checks and substance testing.

#### Notes

- No recruiters, contractors, or consultants, please.
- No relocation assistance or visa sponsorships available for this position.

**Please review our career page at <https://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.