



*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 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 equipment OEMs, their dealers and battery distributors. Current products include advanced battery packs for motive power in forklift equipment, stationary power for solar storage, and airport ground support markets.

## **About the Role**

The Product Support Technician will provide key customer service and technical support. The Product Support Technician will work with the service, development, production, marketing, and sales departments to help resolve product performance issues primarily on the phone and by email. The primary goal of this position is to deliver world class pre-sales and post-sales technical support. The Product Support Technician helps drive the customer support and user experience to win in the marketplace and achieve financial performance.

**\*\* This is a temp-to-hire position, initially payrolled through a staffing agency. \*\***

## **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**

- Bachelor of Science degree in Engineering or at least two years of completed course work toward earning an Engineering or related degree
- Demonstrated success in managing client relationships with extraordinary problem solving and deescalating 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 along with a strong mechanical aptitude
- 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
- 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 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 (Eligible once converted from temporary to a full-time Flux employee)**

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

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

- Remote interview process
- Personal protective equipment provided or required
- Temperature screenings
- Social distancing guidelines in place
- Virtual meetings
- 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.

Please review our career page at <https://www.fluxpower.com/flux-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.*