

Job ID: 301DJ
Job Title: Technical Support Specialist / PSSR (Product Support Sales Representative)
Degree Requirements: 2 years Associate Degree (AA) or equivalent from technical school
Years of Experience: 5
Type of Position: Direct Hire
Location: North Atlanta, GA
Salary Range: Salary TBD
Travel Required: Minimal

A well establish client is actively searching for **TSS (Technical Support Specialist) / PSSR (Product Support Sales Representative)** for an office position and to assist dealers, customers, and sales people with technical issues related to forestry and land clearing equipment. To confidently and accurately respond to dealers, customer, and sales people the specialist must have experience with the electrical, mechanical, and hydraulic systems found in forestry and land clearing equipment. You must have excellent troubleshooting and communication skills to handle phone calls and emails. This position will maintain accurate records for management.

MUST HAVE REQUIREMENTS for this position are:

- * 10 years of technical support of heavy equipment (skid steers, excavators, tractors, forestry equipment, etc.)
- * Achieve customer satisfaction through prompt and efficient service calls and effective communication
- * Perform machines diagnosis, inspections and repairs when needed (i.e. hydraulics, electrical, etc.)
- * Help the customer to determine the right equipment and products for the job
- * Be able to communicate with engineering department and after sales support department about issues, troubleshooting topics, upgrades, changes and solutions on company equipment
- * Properly log all in house repairs, outside repairs and warranties in the company computer system
- * Must maintain a record of warranty registration and warranty repairs
- * Maintain all in house safety files
- * Assist customers by accessing the company data files and working after hours as needed

Benefits:

- * 401K with 6% contribution
- * Company medical and life insurance
- * Vacation and additional time off for personal and sick days
- * Paid holidays

If you meet these requirements and wish to be considered for this position, send your résumé to us in a Word document at Resumes AT PinnaclePlacementGroup.com mentioning the **Job ID** and the **Job Title** in the subject line of your email.

In your email or cover letter, please provide us a short narrative detailing your experience and expertise as it applies to this position. Also, please provide us with your *MINIMUM* salary requirements.

KEY WORDS: Service technician, heavy equipment maintenance manager, maintenance technician, heavy equipment territory manager, farm equipment, forestry equipment, Cat, Kubota, John Deere, Komatsu, Kobelco, New Holland, Case, Takeuchi, Bobcat, Volvo, Doosan, AGCO, Massey Ferguson, Fendt, Challenger, Yancey Brothers, skid steer, backhoe, Ditch Witch, PSSR, Product Support Sales Representative