

Job Description: Product Support Technician

Company Description:

Founded in 1998, OmniMetrix is the leader and pioneer in Internet of Things (IoT) wireless remote monitoring, diagnostics and control of critical assets. We increase asset reliability by eliminating 95% of "fail to start" situations. Our sophisticated systems provide 24/7, continuous diagnostics for military and government assets, gas pipelines, oil & gas equipment, and emergency power applications.

We provide real-time notification of changes or alarm conditions in the network of equipment. Our web-based user interface provides extensive reporting, analysis, graphing capabilities and remote control of critical equipment. Our system is currently installed globally on a wide range of gas pipelines and critical facilities, including cell towers, grocery stores, medical facilities, data centers and public transportation systems, as well as federal, state and municipal government facilities.

The Product Support Technician is responsible for fielding calls and e-mail requests from customers seeking assistance with our products. Our product support techs use their knowledge of our products and of **power generators and cathodic pipelines** as well as certain other products such as air compressors to provide timely and accurate solutions to our customers.

We look for results-oriented people who have initiative, a good attitude, the ability to learn quickly, a willingness to succeed, and who truly enjoy helping people. Responsibilities will include:

- Working to exceed customer's expectations, creating a positive customer perception of OmniMetrix
- Providing proper documentation of all customer contact

Skill and Knowledge Qualifications:

- **REQUIRED: A basic knowledge of electrical wiring and ability to interpret wiring diagrams.**
- **PREFERRED: Experience in installing and supporting IoT devices.**
- Experience with power generators is a plus.

Responsibilities:

1. Customer Support:

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| <ul style="list-style-type: none">• Provide timely and effective technical support to customers via phone, email, and chat.• Troubleshoot and resolve hardware and software issues related to power generator monitoring systems. |
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	<ul style="list-style-type: none">• Assist customers in the installation, configuration, and maintenance of IoT devices.
2.	Product Knowledge: <ul style="list-style-type: none">• Develop and maintain a deep understanding of our IoT power generator monitoring products and services.• Stay updated on industry trends, product updates, and technological advancements to better assist customers.
3.	Issue Resolution: <ul style="list-style-type: none">• Analyze and diagnose complex technical problems, ensuring swift and accurate resolution.• Collaborate with cross-functional teams to escalate and resolve issues promptly.
4.	Documentation: <ul style="list-style-type: none">• Create and update technical documentation, including FAQs, troubleshooting guides, and knowledge base articles.• Provide input to improve product documentation based on customer feedback and common support issues.
5.	Training and Onboarding: <ul style="list-style-type: none">• Conduct training sessions for customers on the use of our power generator monitoring solutions.• Collaborate with the sales team to assist in customer onboarding processes.
6.	Quality Assurance: <ul style="list-style-type: none">• Participate in testing new product releases and updates before deployment.• Report and document any bugs or issues discovered during testing.

Qualifications:

- Bachelor's degree in a relevant technical field or equivalent work experience.
- Proven experience in technical support, preferably in the IoT or power generation industry.
- Strong understanding of networking concepts, protocols, and communication technologies.
- Familiarity with power generation systems and equipment.
- Excellent communication skills and the ability to convey technical information to non-technical users.
- Customer-focused with a commitment to providing exceptional support.
- **Conditions:**

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- Must be able to sit for long periods of time while using viewing LCD displays.
- Position requires use of headset/microphone.

Monday – Friday, 8:00 a.m. – 5:00 p.m. with some evening/weekend on-call coverage from time to time.

- Benefits:
- 401(k)
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance