

Job Title: Technical Support Engineer

FLSA Status: Non-Exempt

Department: Tech Support

Date: August 21, 2009

Position Summary:

This position is responsible to the Technical Support Manager for the direction, coordination and overall management of both technical and administrative, job related functions. Applicants must be highly technical trained engineers. Knowledge of MGE, Powerware, Trip Lite and other OEM units is a must. Applicant will assist with the In-house training programs and will maintain and report the operational condition of all units assigned to the Training Department. Applicant would be responsible to initiate parts orders to restore all training units to operational condition. Applicants will perform other related duties such as processing expenses, time and other administrative job related activities.

Position Requirements:

Education: A Bachelor's degree, and or electronic military background are required.

Experience: A minimum of five years of successful service working in a technical role within the Critical Power industry. Familiarity with multiple brands of UPS equipment and experience in the Field Service or Manufacturer's Test Lab environments is beneficial.

Skills: Applicant must possess excellent oral and written communication skills and the demonstrated ability to download, read and modify UPS manufacturers' machine language firmware code will be a major advantage. Intermediate up to advanced level of computer skills required. This should include but not be limited to Microsoft Office, and Outlook. Knowledge of file Maker software is a plus. Must have the ability to work independently with minimal supervision.

Typical Physical Demands:

Normal work hours are Monday – Friday 8:00am – 5:00pm. This position occasionally requires overtime. Will participate in the 24/7 on-call rotation. Applicant may be required to sit up to 8 hours a day with some standing, walking, bending, and stooping involved. Position requires some heavy lifting and computer related activities.

Working Conditions:

Primarily works in an office setting.

This Job Description does not constitute a contract for employment
