

**Summary:**

Reporting to the Product Support Manager, the Product Support Technician provides field-training, support and troubleshooting to distributors, installers and customers for all products sold to ensure proper operation and compliance with established quality, reliability, and installation standards. As an in-house product expert, the Product Support Technician also provides in-house training, support and troubleshooting as required, while striving to provide the Phantom Experience and engender trust and collaboration in every interaction.

**Department Structure:**

There are no subordinates reporting to the position of Product Support Technician.

**Our Values:**

At Phantom Screens we value all our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

**Position Responsibilities:**

(include but are not limited to, the following)

- Receive and respond to all incoming technical product support inquiries from the network, customers, influencers, including 2<sup>nd</sup> tier Production Support Tech for live chat.
- Provide answers to technical questions and troubleshooting expertise to resolve product problems in a timely, effective, and customer service focused manner.
- Provide internal support by collaborating with other departments (such as Sales, Marketing, Production) providing information and assistance as needed in order to resolve technical challenges, and/or help to capture sales opportunities. This includes direct work with architects, builders, and contractors.
- Assist in developing drawing details and documents involving assembly, installation, product development, and customer service, for internal and external use.
- Assist with the development, implementation, and maintenance of all installation instructional materials, videos, training equipment, and procedures.
- Assist with the development of new account training programs.
- Deliver live product technical training sessions, both internally and to our network, in- field or in-house, as required.
- Assist with the development, maintenance, and communication of quality standards related to the installation of Phantom's product line and to allowable field modification.
- Gather market intelligence on installation techniques used by the existing distribution network and competitors; identify and communicate product improvement opportunities. (This includes product limitations, tools, installation tips and tricks, and regional differences on architecture and applications that affect installation of all Phantom products.)
- Perform on-site inspections and provide recommendations regarding the quality of installations; particularly those that pertain to warranty situations and end-consumer complaints.

- Complete field installations of products as required - either as a means for training or to support corporate initiatives, such as tradeshow, show homes, photo shoots, displays etc.
- Assist in product development by performing essential and routine product testing both in-house and in the field, and by collecting feedback from external testing.
- Maintain a current knowledge of the position and participate in job-related training programs or associated personal development initiatives as required.
- Perform all other duties as assigned.

**Position Requirements:**

- Minimum two years related work experience.
- Strong technical and mechanical aptitude needed to develop a comprehensive knowledge of Phantom's product lines and detailed installation techniques.
- Ability to read and understand diagrams, plans and technical specifications.
- Hands-on proficiency working with a variety of building construction tools.
- Ability to schedule and meet assigned deadlines.
- Successfully cross train for internal product support including BOM / configurator adjustment supporting non-standard orders (NSO).
- Ability to develop and maintain positive and professional relationships with all internal and external contacts.
- Available to travel for extended periods throughout Phantom's market areas as required.
- Commitment to upgrade skills and knowledge through training, as required.
- Detail oriented with strong communication skills including ability to communicate effectively in public speaking and presenting.
- A high degree of initiative and the ability to work with minimal supervision.
- Ability to thrive in a team driven, service-oriented environment.

**Academic Qualifications and Work Experience:**

- High School Diploma (Grade 12 or equivalent).
- Post secondary education in mechanical design, building sciences, or related discipline is desirable.
- Building, construction, or related experience preferred.