

JOB DESCRIPTION

TITLE: Integrated Solutions Support Specialist

REPORTS TO: Director Marketing, Sales, & Products

PRIMARY FUNCTION:

The primary function of this position will be to serve as the technical matter expert on PDi's integrated solutions, with a focus on the GENiO product, providing higher level support to customers. This position will also support the sales team and prospective customers. The support specialist will be responsible for communicating with customers to trouble shoot issues on the phone and by email with regards to symptoms and product performance issues and to communicate pertinent information to others at PDi regarding any issues that may benefit continuous improvement and or quality of PDi product. The support specialist will monitor and communicate trends that indicate the need for new products and services.

- Provide **advanced technical support** to customers via phone and email, ensuring timely resolution of complex product issues.
- **Diagnose and troubleshoot** hardware, software, and connectivity issues related to integrated solutions. May include travelling to customer sites.
- **Collaborate with internal teams** (engineering, product management, quality, and customer service) to escalate and resolve persistent or systemic issues.
- **Support the sales team** by assisting with technical presentations, product demonstrations, and responses to customer inquiries during the pre-sales process. May include travelling to customer sites.
- **Document and track** customer interactions, troubleshooting steps, and resolutions in accordance with company procedures.
- **Communicate product performance feedback** and customer insights to cross-functional teams to support **continuous improvement** initiatives.
- **Identify and report trends** or recurring technical issues that may indicate opportunities for new products, enhancements, or service offerings.
- Assist in the **creation and maintenance of technical documentation**, FAQs, and user guides for customers and internal teams.
- Participate in **ongoing training** to maintain up-to-date knowledge of PDi's integrated solutions and emerging technologies.

KNOWLEDGE AND EXPERIENCE:

- 2 years in a technical support, customer service, or sales role.
- Excellent verbal and written communication skills.
- Excellent analytical and organizational skills.
- Able to meet deadlines.
- Able to withstand moderate amounts of stress.
- Minimum High School education, engineering or electronics education a plus
- Two years of call center or help desk experience a plus.
- Working knowledge of basic pc including excel, web, and network printers
- Team player
- Able to visit customer sites on occasion.

MANAGEMENT RESPONSIBILITY :
N/A