



Hope Industrial Systems, Inc.
1325 Northmeadow Pkwy, Ste 100
Roswell, GA 30076
(678) 762-9790
(678) 762-9789 - Fax

Open Position – Technical Support & Customer Service Representative

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|-----------------|-------------------------------|
| Location | Roswell, GA 30076 |
| Status | Full Time Employee |
| Travel | Up to 5% possible |
| Salary | Based on experience |
| Contact | Hope Industrial Systems, Inc. |

Position Overview

Hope Industrial Systems is a rapidly growing company that provides industrial monitors and touchscreens for the factory floor. Currently in our 15th year of business, the company sells thousands of monitors every year to customers like General Mills, Frito Lay, Johnson & Johnson, and Toyota. We are seeking a high-energy individual with a positive attitude to provide high-quality technical support and to come alongside us in serving our customers. This individual will be a self-starter, motivated, fast learner, and have good verbal and written communication skills.

Under supervision of the Sales Manager, the Technical Support & Customer Service Representative will be responsible for customer-facing technical support for our industrial displays, KVM extenders, and associated drivers as well as assisting customers with pre-sales technical questions. He/she is also responsible for managing all aspects of our customer relationships. He/she prepares quotations on products, enters orders, and relays pertinent order information to our customers.

Responsibilities

Technical Support Responsibilities

- Assists customers with technical aspects of setup, configuration, and use of the company's product line
- Troubleshoots technical issues related to touch screen drivers, video signaling issues, and KVM extender devices
- Communicates with customers via phone, email, and online chat
- Resolves technical problems by gathering information, researching possible solutions, and guiding customers through resolution
- Tracks all customer information, communications, and details in a CRM system
- Issues RMAs when necessary and provides failure reports
- Uses and maintains a web-based technical knowledgebase
- Prepares monthly technical support activity reports

Customer Service Responsibilities

- Understands the company's products and services so that customers' questions are answered appropriately and promptly
- Assists other customer service staff with customers' technical questions
- Establishes business relationships with customers
- Handles incoming customer service calls, orders, and requests for quotes

- Tracks outstanding sales opportunities
- Prepares for and attends trade shows (some travel required)
- Prepares written presentations, reports, and price quotations
- Upholds and exhibits impeccable integrity in all interaction with customers
- Responds promptly to customer needs; solicits customer feedback to improve service; meets commitments
- Learns about customers' needs and communicates how our products will satisfy those needs
- Demonstrates ability to communicate the company's philosophy and mission to those considering it as a supplier

Requirements

General

- Four year college degree or equivalent work experience preferred
- Ability to listen attentively to customers' issues, and communicate clearly and concisely
- Extremely organized AND detail oriented
- Strong interpersonal skills
- Customer service experience a plus

Technical

- Strong technical interest and aptitude
- Strong general troubleshooting skills
- Professional experience in a customer-facing technical support or sales engineering role (or similar experience)
- Strong ability to stage, configure, and troubleshoot all aspects of Windows PCs and associated drivers
- Working knowledge and understanding of the following technologies:
 - Touch screen technologies
 - Digital and analog video signal formats
 - Serial (RS232)
 - Thin clients
 - Linux operating systems

Benefits

- Competitive pay based upon experience
- Medical, dental, life, and disability insurance package
- 401(k) plan with automatic 3% employer contribution
- Flexible spending plan
- Paid vacation and holidays
- Career advancement opportunities in a high-growth company
- Monday to Friday work week
- Excellent work environment