



Job Title: Technical Service Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES

Oversee the technical service/support department including:

- Ensuring timely response to support tickets.
- Ensuring the development of reasonable work plans for on-site service visits.
- Providing advanced troubleshooting and support (both mechanically and electrically) for all service/support activities.
- Act as liaison between service, support, and sales to ensure customer issues are resolved.
- Soliciting feedback on services provided in a continuous improvement effort.
- Participating in on-site installation/service events as needed.

Oversee the commissioning of equipment:

- Verifying initial upload of code.
- Coordinating initial component setup.
- Coordinating initial function testing.
- Troubleshooting/debugging system.
- Acting as a liaison with engineering as needed to ensure correct system performance.

Oversee the Qualification Process for new equipment including:

- Developing an understanding of customer/system specific requirements to ensure proper qualification procedures are in place.
- Coordinating the qualification process, including the completion of all standard and system specific tests.
- Ensuring qualification process is properly documented.
- Ensuring documentation of issues encountered and changes made between power on and machine shipment.
- Reviewing and/or improving existing qualification procedures periodically.
- Participating in customer factory acceptance tests.

Other duties as necessary including but not limited to:

- Assistance with the development and accuracy of system documentation
- Electrical work including field wiring and panel assembly, especially during qualification and/or installation.
- Mechanical work including assembly/disassembly, especially during qualification and/or installation.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Signature: _____ Date: _____