

TREALITY SVS JOB DESCRIPTION

Section A: Company generic description

Identification:

Functional domain: Customer Service
Reference job: Specialist I – Technical Support

Revision status:

Revision	Approval Number	Approval Date	Description
1		March 2010	Version 1.0
2		August 2016	Update due to new Global Pay Structure and Grades
3		April 2021	Update to TREALITY SVS

Possible job titles within TREALITY SVS:

Customer Service Engineer, Customer Support Engineer, System Implementation Engineer, Mechanical Installation Technician

Purpose of the job: *Try to explain in one concise sentence the essence of the job: what is the purpose of the job? What is the contribution of the job to the organization's or service's/ department's objective realization?*

- *Express the activities in one or more active verbs*
- *Indicate the activity domain in which the action is taken*
- *Define the general objective that is strived for*
- *Avoid use of specific division or business unit description*

Provide technical support to ensure customer satisfaction and improve process through feedback to Product Group and Management as required. Performs product demonstrations and assists in tradeshow in order to contribute to the products promotion. Provide product and system training to customers and partners, in order to ensure the knowledge and information dissemination.

Main accountabilities: Give the most important results to be achieved in the job. Limit it to stable, permanent job elements. Start with the most important ones and work the way down. Select a maximum of 5 to 8 result areas.

1. Review all necessary information including site specifications and conditions prior to installation, develop installation plan, prepare product and necessary tools, verify delivery compliance, in order to allow the installation of the product and/or system to be performed with the maximum customer satisfaction and cost efficiency. In the case of installation by certified TREALITY SVS dealers, provides technical support and training in addition to dealer's formal TREALITY SVS training, and assists in the installation to enable the dealer's team to perform professional installations.
2. Resolves any issues, provides technical support and expertise, in order to obtain customer acceptance and satisfaction. Reports discrepancies from customer upon completion of installation or support operations, in order to give valuable feedback to management and to participate in the improvement of the process and of the products.
3. Performs scheduled/emergency on site service repairs, schedules and performs on site preventive maintenance.
4. Provides customer service reports, escalates open customer issues to management, in order to have a clear, accurate and up to date documentation on company service activities.
5. Maintains customer relations via phone/e-mail, or available service tools, and performs customer visits on a regular basis to assess product/service satisfaction and to promote any new product ideas or current product improvements.
6. Provides technical support to the rest of the organization
7. Performs in-house/onsite training for customers & partners, customizing and maintaining training equipment. Translates existing training material when appropriate.
8. Assists/performs product demonstrations under Sales Managers responsibility, guarantees all tradeshow or demo equipment maintenance, assists in product set-up, operation and breakdown during company tradeshow, provides technical advice to assist Sales Managers in responding to customers' or attendees' questions.

Required education, experience and competencies:

Education:

- Technical bachelor, or higher, or equivalent through experience

Experience:

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Competencies:

- Ability to schedule and perform assignments independently
- Good communication skills, service and client orientation
- English reading & writing skills

Section B: Unique attributes (to be completed by local management as necessary – for use in broader communication)

Additional local job accountabilities: *List any additional responsibilities for this job in this location (avoid procedure or process details)*

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Additional local requirements: *list any additional unique requirements as related to the above accountabilities*

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Essential functions *(required for all US jobs)*

- Office Environment** – Job performed in normal office environment including 6-8 hours a day of sitting, computer activities, communication skills, intermittent standing. Limited lifting, physical activities, or exposure to extreme environmental conditions.

- Production Environment** – Describe physical and environmental conditions that are prevalent in this job (e.g. lifting, operating equipment, eye/hand coordination, extremes in temperatures, exposure to chemicals, etc.)

- Other** - Describe any unique requirements or elements of the working environment (e.g. travel, customer facilities, etc.)