

Technical Services Representative III
(HVAC Training / Technical Services)

Samsung HVAC is headquartered in Roanoke, Texas, with offices in California and Pennsylvania. Samsung HVAC imports and manages equipment sales to HVACR wholesale distributors, manufacturer representatives and plan and specification representatives throughout Canada and the USA. Samsung HVAC provides distributors and representatives a wide range of related products from a single source, becoming a value added supplier to over thirteen hundred distributor locations across North America. Samsung HVAC also leads the way in product availability, hands-on technical training (recognized by national certification agencies) and competitive sales programs.

Samsung HVAC is a wholly owned subsidiary of Samsung Electronics America.

Position Summary:

This position provides specialized, senior technical services support for customers, staff and external users of Samsung HVAC / Samsung products to diagnose and resolve their technical concerns. Support may be delivered by telephone or via email and include manual entry of authorization requests into internal tracking system. If further assistance is needed coordination of onsite visits may be needed in processing, assisting and determining appropriate technical assistant to ensure customer satisfaction.

Essential Duties and Responsibilities include the following:

Other duties may be assigned.

In this position, either directly or through others, the incumbent will:

- Respond to escalated Technical Support Service calls (emergency, on-site, or on-line), check indicated points of trouble, analyze full requirements of (RAC, CAC or FJM) system and test systems components
- Perform analysis of training needs
- Develop training curriculum, training aids and manuals for specific clients and the entire company
- Deliver a variety of instructional methods and media that are appropriate to the target audience (customer staff, institutions' personnel, and data managers' personnel). Examples include, but are not limited to, interactive webinars, just-in-time virtual classrooms that promote attendees' participation and collaboration, train-the-trainer sessions, and instructor-led classroom sessions including group presentations and/or briefings

- Develop and provide training materials that are accurate, current, and contain job-related information for each user group. Examples include, but are not limited to, user guides, manuals, workflow screen shots, job aids, FAQs, etc.
- Maintain and update training materials and manuals for each phased-in implementation of systems and processes
- Develop and deliver additional training sessions, as needed, to support regulatory initiatives and business enhancements to systems and processes
- Participate in process improvement programs and activities for continuous process improvements
- Update and/or maintain company internal tracking system
- May assist in preparing all levels of reports, compile data into comprehensible format, and provide information for the department's effective customer, internal, and company communications

Background/Experience:

To qualify for this position, the following minimal background and skill levels are required:

- Bachelor's degree or equivalent with a certificate in Heating, Ventilation, and Air Conditioning or equivalent combination of education and experience required
- 7 - 10 years specialized training and knowledge in HVAC industry
- Experience researching information and preparing communications
- Experience in fast paced call center environment, including data entry, word processing, spreadsheets and software

Necessary Skills/Attributes:

For this position the following skills and abilities must be demonstrated at a proficient level:

- Ability to review requirements documents, system prototypes, etc., to determine appropriate training content and materials for a system that is currently under development
- Plan, organize, and prioritize multiple assignments and projects
- Experience with a variety of training delivery methods and training development
- Demonstrated competency in both oral and written modes for internal and external personnel at all levels
- Work independently and in a team environment in order to achieve personal and team goals and complete assignments within established time frames

Physical/Mental Demands and Working Conditions: The position requires the ability to perform the essential duties and responsibilities in the following environment:

- Operate a computer keyboard, telephone and view a video display terminal more than 50% of work time
 - Visual acuity, color distinction, and numeric and character detail distinction for the analysis and preparation of statistical reports and information
 - Lift, move, or adjust general office equipment, boxes, or materials weighing up to 50 pounds using proper materials handling equipment and procedures
 - Occasionally work additional hours beyond normal schedule
 - Individual must possess a valid driver's license in good standing
 - Regular travel requirements with occasional overnight travel required up to 50% of the time
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