



Job Description

Job Title: Regional Technical Services Manager
Department: Technical Services
FLSA Status: Exempt
Position reports to: National Technical Services Manager

Position Summary (Purpose of job):

This position provides specialized, senior technical and training support for customers, staff and external users of Samsung HVAC/Samsung products. Support may be delivered by telephone, via email and/or onsite (or remote using appropriate technologies) and would consist of diagnostic and troubleshooting of product and system issues, assisted start-ups and technical and product training (delivery and content development).

Key Responsibilities

		%
1.	Provide remote and/or onsite diagnostic and troubleshooting support to customers on all Samsung Products.	55
2.	Provide remote and/or onsite assisted start-up and commissioning support for all Samsung Products.	10
3.	Perform an analysis of customer training needs in a specific region and work with other team members to determine gaps and implement appropriate actions to improve.	10
4.	Deliver technical/product training (in person or via webinar) in an accurate, compelling and professional manner.	10
5.	Develop training curriculum, training aids (to include videos) and manuals to improve our ability to support our products from a technical perspective.	5
6.	As a Subject Matter Expert work to develop technical content that can be submitted to our Curriculum Development Department for creation/publishing of existing and/or future technical training.	5
7.	Create site visit reports (after each visit) to ensure that findings get communicated in a timely and professional manner.	5
8.		
		100%

Minimum Job Qualifications:

Education/Training –

- Bachelor’s degree or equivalent with a certificate in Heating, Ventilation, and Air Conditioning or an equivalent combination of education and experience required.
- HVAC License & Certifications preferred.
- 7 - 10 years specialized training and knowledge in HVAC industry.
- Experience researching information and preparing communications.
- 2 years of VRF and mini split experience preferred.

Business Experience –

- Computer software programs proficiency including MS Office (Word, Excel) preferred.
- Demonstrated ability to develop, implement and execute business processes.
- Strong personnel management skills and experience.

Specialized Knowledge/Skills –

- 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 with minimal supervision.

Working Conditions:

Environment (Office, warehouse, etc.) –

- Operate a computer keyboard, telephone, and view a video display terminal more than 90% of work time.
- Visual acuity, color distinction, and numeric and character detail distinction for the analysis and preparation of statistical reports and information.

Physical Requirements (Lifting, standing, etc.) –

- 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 up to 70% required.

(This description is general in nature and is not intended to be an exhaustive list of all responsibilities. Other duties may be assigned as needed to meet company goals.)