



HVAC
Job Description

Job Title: Controls 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, pre and post sales support for all controls/integration products. Presales support consists of managing application related questions on all Samsung controls products along with integration to the various 3rd party building control systems. This role will be responsible for providing post sales support (e.g. technical and commissioning support, training, etc.) and will be fully integrated into the Samsung product development process (e.g. ensure requirements are met, manage field trials, etc.). This role will also support programming and configuration control solutions prior to product shipment.

Key Responsibilities

		%
1.	Manage pre-sales inquiries from customer's regarding controls applications (e.g. selection, configuration, and programming options)	20
2.	Provide remote and/or onsite assisted start-up and commissioning support for all Samsung Products and create site visit reports (after each visit) to ensure that findings get communicated in a timely and professional manner	15
3.	Provide bench testing of controllers as well as manage field trials to obtain "real world" feedback and interface with the R&D team as part of the product development process to ensure that all requirements related to controls/integration are addressed.	5
4.	Deliver technical/ controls product training (in person or via webinar) in an accurate, compelling, and professional manner.	15
5.	As a controls 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.	15
6.	Develop manuals, bulletins, and training aids to improve our ability to support our products from a technical perspective.	15
7.	Fully configure advanced controls prior to shipping to a partner.	15
		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.
- 7 - 10 years specialized training and knowledge in HVAC/Controls industry.
- Experience researching information and preparing communications.
- 2 years of VRF and mini split experience preferred.
- Niagara certification

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 60% 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.)