

JOB TITLE: Technical Support Specialist

For nearly 50 years, Aqua-Aerobic Systems has provided thousands of customers with adaptive treatment solutions in biological processes and filtration for both water and wastewater applications. Our knowledge and expertise in applied engineering and manufacturing allows us to provide highly efficient and cost effective technologies that require less energy, less maintenance and provide a low cost of ownership over the life of the plant.

As a leader in the water and wastewater treatment industry, we are growing and have a number of exciting positions available right now, including a **Technical Support Specialist**, located in Loves Park, IL.

JOB SUMMARY

Reporting to the Customer Service Manager, the Technical Support Specialist will act as the primary point of contact for customers (internal and external) related to inquiries and issues for installed Aqua-Aerobic equipment. The Technical Support Specialist will maintain all AASI databases related to customer technical support issues.

Aqua is seeking dedicated, hardworking individuals who assume full ownership of their tasks and deliverables. Our organization values commitment to excellence, customer service, strong work ethic, and willingness to support team members as required for the overall success of the business.

JOB RESPONSIBILITIES

1. Receives customer technical inquires and actively responds in a timely manner.
2. Helps troubleshoot all technical issues and coordinates response when other company resources are required. Troubleshooting may be on the phone or over email.
3. Utilizes electrical, mechanical and programming documentation to resolve customer issues.
4. Process Warranty Claims and Incident Reports as required. Maintain Warranty, APD, RP, and Project databases.
5. Suggest design improvements and correct engineering documentation via the Engineering Change Request process.
6. Participates in maintaining the after hours customer technical support phone.

MINIMUM REQUIREMENTS

1. Associates Degree in Technical or related field and a minimum of 3 years of related training and experience or any equivalent combination of training and experience.
2. Must be computer literate and be knowledgeable MS Office software. Clear written and verbal communications. Must be able to read mechanical and electrical drawings.

The above description reflects the details considered necessary to describe the principal functions of the job and should not be construed as a detailed description of all the work requirements and expectations that may be performed in the job.

EOE/Minorities/Females/Veterans/Disabled. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.