

Job Title: **Technical Consultant NAM**

Company / Department: **BCCA / Arkos Customer Project Solutions (CPS - Blue STREAM)**

Reporting to: **Director of Technical Solutions, NAM**

Main responsibilities and tasks:

Key Tasks & Accountabilities

- Responsible for the successful implementation and execution of the Blue STREAM Technical Support strategy.
- Provide technical support for the Sales/Account Managers, Inside Sales, Service Centers, SYST and other internal departments throughout the entire sales cycle.
- Interface between Sales and other internal departments.
- Provide technical support to the Field Service Representatives before, during and after revisions, installations, commissioning, repairs or incidents.
- Interface between Field Service, Sales and other internal departments.
- Process damage claims in cooperation with the various departments.

Key Responsibilities

Technical support

- Work closely with the Sales team to ensure quality quotes or offerings are provided and meet customer requirements.
- Review or evaluate customer request for quotation documents and specifications.
- Conduct the design & selection of offerings and work closely with Sales/Vendors to select and cost externally supplied goods and services to ensure reliability meets customer needs.
- Prepare detailed technical proposals, estimates or offerings based on customer requirements and discuss proposal strategies with the Sales group.
- Provide subject matter expertise and technical reviews of project information including scope, purchase order, and client specifications/requirements in order to provide technical support the Field Service and Sales groups.
- Create installation, commissioning and revision programs.
- Source spec sheets, manuals, etc. for the Field Service and provide recommendations when requested.
- Create technical damage reports and RCA of medium complexity (2nd level).
- Ensure a clear and efficient transition of all project information to all parties involved.
- Document various compressor-related work in the CRM (Customer Relationship Management) system.

Training

- Develop and deliver internal JD technical training to Sales/Account Mangers, Inside Sales, Service Centers, SYST and other internal departments to ensure their knowledge of reciprocating compressors and processes are at a level to appropriately support their external customers.
- Create or provide input on technical training and operating documents.
- Develop and deliver internal technical training to various employee groups as requested.
- Conduct training for customers when required.

Additional Responsibilities

- Ensure personal knowledge of reciprocating compressors and processes are at a level to appropriately support internal and external customers.
- Attend various meetings, represent the NAM region and present previous actions completed, new actions required, updated CRM and open issues/red flags.
- Other duties as assigned.

	Rev.	Dat.	Sig.		
Erstellt / Prepared		20.02.2020	COSTA_P	Ersatz für Replacement for Revision vom / date	Seite 1 von 2 Page 1 of 2
Überprüft / Reviewed		20.02.2020	GRASSER_D		
Freigabe / Approval DVS		20.02.2020	COSTA_P		

Education/ experience / languages:

- Technical background in a related Engineering field, or Mechanical Engineering Technology.
- 5+ years of progressive experience in direct manufacturing and shop repairs.
- Good understanding of contract law, lien legislation and cost management.
- Excellent understanding of the design/build process.
- Must be self-motivated and promote strong team building.
- Highly detail-oriented with expert level of organization and time management skills.
- Exceptional communication, interpersonal and client management skills.
- Ability to successfully adapt in fast-growing and changing environments.
- Proficient with Microsoft Office Suite, particularly Outlook, Word PowerPoint & Excel. Previous experience with SAP would be considered an asset.
- Proficient in English

Special requirements:

- This is a full-time, permanent position based on a 40-hour workweek with frequent business travel required within the US, Canada and internationally.
- Valid driver's license and passport is required.
- This position is required to attend periodic technical training as assigned.
- This position is required to be on-call to support and assist assigned groups.

Key performance indicators (KPI's):

- Cases in CRM Created
- Cases in CRM Resolved
- Sales Opportunities from cases

Optional:

 Place / Date

 Employee Signature

	Rev.	Dat.	Sig.	Ersatz für Replacement for Revision vom / date	Seite 2 von 2 Page 2 of 2
Erstellt / Prepared		20.02.2020	COSTA_P		
Überprüft / Reviewed		20.02.2020	GRASSER_D		
Freigabe / Approval DVS		20.02.2020	COSTA_P		