Technical Support Specialist II
Mankato, MN

Winland Electronics, Inc. (www.winland.com) Winland Electronics is an industry leader in critical condition monitoring devices. Products including EnviroAlert, WaterBug, and TempAlert are designed in-house to monitor critical conditions and protect against loss of assets due to damage from water, excess humidity, extremes of temperature, and loss of power, among others, across industries including health and medical, grocery and food services, commercial and industrial, as well as agriculture and residential. Winland Electronics markets and sells its line of proprietary critical condition monitoring hardware and subscription service products primarily through a global network of distributors, dealers, security installers and integrators. Winland Electronics' products are compatible with any hardwired or wireless alarm system. Winland Electronics also offers a critical environment monitoring solution called INSIGHT, an automated, cloud-based platform that provides early alerting, reporting, and logging services designed to ensure regulatory compliance. To learn more about Winland Electronics Inc., please visit www.winland.com

Department:	Operations	Reports to:	Director of Technology
		Date:	October 2021

Job Summary

The Technical Support Specialist II is primarily responsible for fielding and resolving technical hardware and software application issues for multiple customers across Winland's entire product suite of monitoring and web-based service solutions. This role may also assist with system testing, installation, and implementation tasks as well as compliance and regulatory matters.

The position requires excellent customer service and communication skills and an ability to work with members of the engineering and operations teams to verify, troubleshoot and resolve reported application, operation, and installation problems. The Specialist will become familiar with multiple customer environments and form relationships with primary customer contacts. The Specialist should be proactive in recognizing potential problems or if issue resolution is not meeting customer expectations and escalate issues as needed.

Essential Functions

Technical & Business Analysis

- Possesses working knowledge of web technologies and web-based applications.
- Comfortable performing hands-on software setup and configuration tasks.
- Ability to understand and troubleshoot low voltage control and alarm circuits.
- Compliance administration and monitoring for REACH, RoHS, Prop 65 and others as needed.

Client Support

- Gather and track client information and data.
- Provide first line technical support to external customers via phone, email, or online case management system.
- Enter support requests into an online case management system and update the status of each case as it is being worked and log the resolution details before closing the case.
- Perform hands on hardware and software application setup and configuration tasks.
- Responsible for understanding and communicating hardware and software installation procedures and application configuration tasks.
- Be proactive when working on customer issues and educate customer contacts.

- Identify additional opportunities for Winland solutions within customer environments and share with account managers/sales staff.
- Assists with RMA, order entry tasks and fields sales calls.

Testing and Training

- Perform quality assurance testing for new product releases and client specific feature requests.
- Coordinate and support user acceptance testing and issue resolution with client and development team.
- Provide software application training to clients for new features and software enhancements.

Qualifications

Required:

- 2-year electronics degree or equivalent training and experience
- Network knowledge – TCP/IP, Routers, Firewalls
- Microsoft Word, Excel, PowerPoint, Outlook
- Detail documentation with troubleshooting
- Excellent attention to detail and follow-through skills
- Excellent written and verbal communication skills
- Excellent problem solving skills
- Ability to take direction and ask questions when instructions are unclear
- Ability to work independently as a member of a team
- Additional duties as assigned or required

Preferred:

- Industry experience in Wireless or consumer electronics background a plus
- Database conceptual knowledge
- Azure/AWS Cloud Setup/troubleshooting
- Electronics' troubleshooting
- Experience with REACH, RoHS, Prop 65 compliance administration

Desired:

- Basic programming knowledge (JS, Nodejs, C#, PHP)
- Database management knowledge
- IoT API knowledge