



Technical Support I Mankato, MN

Winland Electronics, Inc. (www.winland.com) Winland Electronics is an industry leader in critical condition monitoring devices. Products including EnviroAlert Professional®, EnviroAlert®, WaterBug®, and Temp°Alert® 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, please visit www.winland.com

Department:	Operations	Reports to:	Director of Technology
		Date:	February 2023

Job Summary

The Technical Support Specialist 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, and manufacturing.

The position requires excellent customer service and communication skills and an ability to work with members of the development, manufacturing 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.

This position will also be responsible for managing REACH, RoHS, Prop65 and other compliance matters impacting Winland Electronics.

Essential Functions

Technical & Business Analysis

- Possesses working knowledge of web technologies and web-based applications.
- Possess working knowledge of spreadsheet and or database applications.
- Ability to understand and troubleshoot low voltage control and alarm circuits.
- Ability to understand, implement and manage various product compliances relates matters.

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.

- Responsible for understanding and communicating hardware and application configuration tasks.
- Be proactive when working on customer issues and try to educate customer contacts.
- Identify additional opportunities for Winland solutions within customer environments and share with account managers/sales staff.
- Assists with order entry tasks and fields sales calls.
- Create return (RMA) material authorizations as needed for questionable products and accommodation returns.
- Track shipments and confirm pricing for customer requests.

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.
- Evaluate received RMA, test and repair or reject product.

Qualifications**Required:**

- Basic low voltage knowledge
- Basic Network knowledge
- Excellent attention to detail and follow-through skills
- Excellent written and verbal communication skills
- Excellent Problem-Solving Skills
- Excellent documentation and reporting based on data skills
- Ability to take direction and ask questions when instructions are unclear
- Proven ability to work on a team towards a collective goal
- Bi-lingual (Spanish and/or French preferred)

Highly Desired Experience:

- Industry experience in Wireless or consumer electronics background a plus
- REACH, RoHS, Prop65
- Microsoft Office/365
- QuickBooks

Benefits**Benefits:**

- In office and remote work environment
- Medical, dental, vision and life insurance
- Health Savings Account
- Paid Time Off
- Retirement plan