



## Technical Product Specialist

This role is located in the Elkhart, IN.

Enjoy working independently and within teams to create innovative products and customer experience excellence? Have a passion for electronics and want to build a career around this growing industry? Want to be a part of a family-oriented Company who cares about your opinion and future?

***Then, AE Techron has a place for you!***

AE Techron is an innovative and leading manufacturer of power electronics for the EMC, Imaging, Power Utilities and Research markets. Since founded in 1992, our products have become market leaders in performance, bandwidth and durability around the globe. We specialize in high reliability power amplifiers and test systems, with an inventory of electronic building blocks to provide quick-to-market custom electronic solutions for our customers - making AE Techron a sustainable, high quality business that our customers can count on! And, that all happens with dedicated, caring team members like you! Come build your career with a leader in the industry and area – Come join AE Techron!

### What We Offer:

- **Creative, innovative, collaborative, and flexible work environment**
- **Challenging and progressive career development**
- **Competitive pay programs!**
- **Comprehensive Health & Wellness Benefits**
- **Retirement Program with Excellent Employer Match!**
- **Disability Programs**
- **Paid Vacations and Holidays**
- **Open communication, recognition programs, and team-building events**
- **And much more to motivated, results-oriented individuals who want to make a real difference in their community and role**

### What You'll Do:

As the Technical Product Specialist, you will learn applicable EMC Standards, provide technical and application support to our customers, and participate in the definition of new products.

### Your Accountabilities in the Role:

- Provides in-depth technical support on product performance and troubleshooting guidance via video calls or phone calls, for current and potential customers.
- Documents support calls in the system so product reliability and market opportunities can be identified.
- Combines information from Sales and Support efforts to propose new product features to engineering and senior management.
- Supports the Sales department both online and in person, by providing the technical expertise within customer presentations.
- Supports AE Techron's international service centers via email, phone calls or video calls by providing trouble shooting help and technical documentation to supplement currently available support materials.
- Presents and provides technical information at regional technical seminars and trade shows, to help build the AE Techron brand.
- Part of product introduction team, conducting new product validation testing and testing needed for customer facing technical and sales materials.

## Position Requirements:

- **Education:** BS degree in Electrical Engineering Technology preferred; will consider a combination of education and experience.
- **Experience:** 1+ years of Electronics Industry or similar industry experience.
- **Certifications:** NA
- **Functional Skills:** Solid skills in researching, planning, prioritizing and follow-through; natural ability to problem-solve and provide timely resolutions; able to learn a broad range of products and processes quickly; able to analyze data to report on patterns or product opportunities; strong attention to detail.
- **Technology Skills:** Intermediate PC skills, with the ability to read and interpret electronic schematics and manuals, basic understanding of power electronics including linear and switch mode amplifiers.
- **Communication Skills:** Advanced verbal and written communication skills; able to present to others and communicate technical matters to all levels within and outside of the organization.
- **Leadership/ Behaviors:** Strong focus on customers and quality; able to work independently and within teams; ability to think listen, reflect and create solutions; calm personality, who is collaborative and supportive of teams and customers;
- **Culture Match:** Able to do what is right for the customers, team members, and company.

## Other Important Information:

**Pay/Salary:** \$55,000 - \$70,000 annual salary opportunity.

- *And, the compensation will grow as the team member grows!*

**Reports To:** CEO

**Core Hours:** 8:00 am – 5:00 pm (schedule can be slightly flexible; will work approx. 8 hours within this timeframe)

**Typical Work Week:** M-F; a few weekends for trade shows each year; 40 - 45 hours a week on average

**Direct Reports:** None

**Travel:** 2 -3 trade shows per year

**COVID Protocol:** No Special Protocol; Individuals can wear masks if desired

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Have other questions? **Contact Us!**

**Email:** Chad@myhrcgroup.com or **Contact:** 574-286-2037

Visit our website at:

**We are an Equal Opportunity Employer**