



# Job Description – Technical Support Specialist

**Position Title:** Technical Support Specialist

**Position Location:** Pleasant Prairie, WI – Fairview, OR – or agreed remote location

**Reports To:** Director of Sales & Marketing

**Date:** May 2022

## Brief Company Description:

AGC Heat Transfer, Inc. is the leading supplier of sanitary plate heat exchangers in North America, manufacturing plate heat exchangers widely used in the food processing industry. AGC offers complete heat exchanger services including new frames as well as upgrade plate packs, gaskets and spares.

## Job Description:

Technical Support Specialist primary function is to support AGC sales engineers, end user customers and distributors by completing quotation requests, entering orders and responding to general requests for information in a timely and customer focused manner. It will focus on various tasks and technical support related to AGC's capital equipment lines. Position reports to the Director of Sales.

**Job Duties:** Technical Support Specialist performs the following duties and other special projects upon request:

- Complete various entry to mid-level customer designs to support sales team efforts
- From various design, prepare proposals to support sales team in company CRM system
- Submits capital equipment orders accurately in company ERP system
- Gains customer acceptance by explaining or demonstrating designs, features, benefits, and impact of AGC products in their operation or project.
- Drive drawing task management in the company ERP system working closely with sales engineer team and customers
- Complete engineering modifications to existing installations to support new sales orders
- Assist with providing customer support as requested such as drawing copies and technical frame customer support and orders
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Provide accurate and timely feedback on status of lost proposals through CRM tool and any competitive environment information to management for resolution
- Participate actively in monthly and annual sales meetings, sharing information and knowledge for all colleagues through presentations or updates to sales and management team.
- Work closely and have collaborative relationships with field service team and factory to process orders to meet customer expectations.

**Eastern Factory**  
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Ph. 847-301-6890  
888-489-8820

**Western Factory**  
9109 SE 64<sup>th</sup> Ave.  
Portland, OR 97206  
Ph. 503-774-7342  
Fax. 503-774-2550  
800-715-8820

- Work closely with other departments to take action and supply information to keep business activities flowing smoothly to completion
- Other specifically assigned tasks where needed by the Company

**Skills & Qualifications**

**Travel:** Must be willing to travel periodically to AGC facilities for initial and updating of training

**Education:** High School Diploma with 2-4 Year Secondary Degree (Preferred)

**Experience:** 3-5 Years Work Experience (Preferred)

Problem Solving	Product Knowledge	Selling to Customer Needs
Microsoft Office & Computer Skills	Presentation Skills	Heat Transfer Knowledge
Verbal & Written Communication	Teamwork	Math / Mechanical Oriented
Technical Understanding of Heat Exchangers and/or Sanitary Process Equipment Is a Plus		

**EQUAL OPPORTUNITY EMPLOYER**

Submit resumes to [PennyV@AGCHeatTransfer.com](mailto:PennyV@AGCHeatTransfer.com)