



JOB DESCRIPTION

Job Title:	Technical Support Specialist	Position Type:	Full Time
Reports To:	President		
Pay Scale:	DOE		
Expected Schedule:	M-F 8:00 am-5:00 pm with unpaid lunch break		

POSITION SUMMARY

Pocket NC is a manufacturing company in Belgrade, Montana designing and building 5 axis desktop CNC mills to serve educational, medical, and industrial customers. We are looking for a full time Technical Support Specialist to join our team to help us provide customer service and technical support for our products. This role includes interacting directly with customers in order to resolve complaints and problems via email, phone, and video-chat as well as troubleshooting and repairing machines in the field and machines that come back to the factory.

The role of the Technical Support Specialist at Pocket NC will be diverse, fast paced, and with opportunity to advance. We are looking for someone who is ready to work as a member of our team to accomplish exciting things.

ESSENTIAL JOB FUNCTIONS

RESPONSIBILITIES TASKS AND DUTIES

To perform this job successfully, an individual must perform these essential duties satisfactorily:

- Support customers by answering technical inquiries via phone, email, and other channels.
- Manage online ticketing platform, keep track of and designate tasks to other relevant employees.
- Create and maintain online training content:
 - Technical manuals & tutorials
 - Video tutorials
- Troubleshoot and repair machines that come back to the factory. Coordinate and track returns and repairs with shipping.
- Work well across the company representing the voice of the customer, examples include:
 - Provide feedback to R&D group from customers.
 - Work with production and software departments to solve issues.

EXPERIENCE AND EDUCATION REQUIREMENTS

- Prior experience in a customer service role or similar preferred
- Prior experience with technical customer support strongly preferred
- Prior experience in manufacturing and/or CNC machining preferred
- Prior experience troubleshooting and repairing electro-mechanical systems strongly preferred
- Prior experience producing written or video technical documentation preferred
- Technical education (trade school, engineering etc) preferred
- Combination of education and experience may be considered
- Previous experience with the following software is preferred but not required:
 - Autodesk Fusion 360 (CAD and CAM modules)



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- Salesforce
- Jira/Confluence

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those Essential Job Functions and must be met by an employee for successful performance. Reasonable accommodations may be made to enable individuals with disabilities to perform the Essential Job Functions.

- Must be able to work in a moderately noisy environment with industrial machines, multiple conversations, (ear protection is provided and required in some areas)
- Must be able to listen, hear, speak, and write in the English language
- Occasionally required to walk, kneel, stoop, crouch, reach, lift, carry, push and pull
- Occasionally lift 40-50 pounds.
- May be required to travel domestically or internationally potentially up to 4 weeks per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication both verbal and written and active listening skills
- Able to feel and express empathy
- Able to build rapport/common ground quickly
- Strong problem solving skills – enjoys and excels at finding solutions to problems and makes good use of available resources to solve problems at hand
- Excellent attention to detail - pays attention to quality
- Persistent – willing to try a variety of approaches and overcome obstacles in pursuit of success
- Able to effectively prioritize tasks, handle interruptions, prioritize and pivot quickly between tasks
- Experience shipping products internationally would be a plus
- Approaches problems with an optimistic attitude
- Ability to speak or write in a language other than English would be a plus
- Ability to work well under pressure with deadlines
- Problem solving skills
- Interested in CNC machining
- Experience in CAD/CAM is desirable, as mentioned above Autodesk Fusion 360 is the preferred CAD/CAM
- Previous experience working with industrial equipment is a plus
- Teachability - Follows instructions, asks necessary questions and responds to management direction
- Dependability - is consistently at work and on time, follows through on commitments
- Flexibility - Degree to which change is accepted and embraced, willing to adapt to changes in the environment and resources
- Teamwork - Balances team and individual responsibilities effectively