

## **Technical Services Manager**

Location: Richardson, TX

Reports to: COO

### **General Description**

The technical services manager is responsible for managing the technical information, troubleshooting and product training needs of customers and staff.

### **Responsibilities**

- Develop expertise in Guardian products and knowledge of competitive products
- Provide tech support and training to company personnel and customers
- Develop product support materials, including manuals, videos, web materials & service bulletins
- Provide & manage technical troubleshooting phone service to consumers and dealers
- Communicate effectively with the entire organization on field service endeavors
- Manage product returns and refurbishing program
- Manage company phone system and tech service systems
- Issue monthly technical reports
- Manage NPD field test programs and communications with Guardian engineering staff
- Such additional duties as may be assigned by the COO that the position may from time to time reasonably require

### **Requirements**

- Hands-on experience in the building trades
- Good communicator
- Proven organizational skills
- MS Office & IoT proficient, Help Scout knowledge a plus
- Garage door, garage door opener industry and knowledge a plus
- Strong problem-solving skills, willingness to take on different roles and do whatever it takes to get the job done

### **Compensation**

Salary: commensurate with experience

Profit sharing: % of year-end profit pool

Travel Expenses: Transportation, lodging, meals & entertainment in performance of duties reimbursed on a monthly basis

### **Benefits**

- 401K Plan
- Company medical: 50% contribution to individual Cigna Gold plan (upgradeable with employee contribution)
- Vacation: 2-weeks in Yr-1 (3-weeks in Yr-2), standard US holidays. With permission, additional leave is possible as responsibilities allow.