



WAGNER EQUIPMENT CO.

Job Description

JOB TITLE: Tech Products Support and Training Specialist

DEPARTMENT: Technology Products

REPORTS TO: Tech Products Sales Development Manager

Job Code: 389

Full Time	<input checked="" type="checkbox"/>	Supervisory	<input type="checkbox"/>	Exempt	<input checked="" type="checkbox"/>
Part Time	<input type="checkbox"/>	Non-Supervisory	<input checked="" type="checkbox"/>	Non-exempt	<input type="checkbox"/>

POSITION SUMMARY

This position serves as the technical, application and training expert to Wagner customers on the full line of Technology Products and supporting infrastructure offered by Wagner Equipment. Supports the technology products through the current Machine Sales Reps and Technology Products Specialists, and acts as additional liaison between the dealership and Caterpillar/Trimble Engineering for product problems and technical information. Provides technical, training, and application support for all dealership departments. Serves as a forward thinking voice within the dealership to provide input and direction on where Wagner and the competition's technology products are going

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Maintains electronic and hard copy libraries of needed technical and marketing literature.
- Tracks and reports product problems to sales, Caterpillar and Trimble and /or other applicable Technology Product vendors.

Organizational:

- Provides support and training to Wagner sales personnel and external customers as needed
- Assists service managers in making customer, dealer, and manufacturer policy settlement decisions

Interpersonal:

- Provides training and refreshers as required for customer's operating personnel and maintains a good working relationship with them

Sales: NA

Technical:

- Provides primary post sale on-site calibration, trouble shooting, and training services to Technology Products customers and ensures a high degree of customer satisfaction with the product
- Serves as one of the company technical experts on hardware, software and application of current and future Caterpillar Technology and Trimble MC&G products.
- Makes recommendations on training and support programs and keeps supervisor informed of all training and support activities.
- Facilitates internal and customer acceptance of these products by being a reliable source of information on these products and required 3rd party data preparation services as they transition their operations to take advantage of the productivity gains these products provide.
- Assists with the development of new training curriculum in conjunction with the Technology Products Specialist and WTI.

- Learns, trains and supports upgrades to Technology and MC&G products through the Machine Sales Reps, Product Support Sales Reps and customers.
- Provides additional call-in technical support contact for external and internal customers as needed.
- Ensures self-development through outside schooling and appropriate professional activities.
- Does whatever it takes to successfully train and support Technology Products

Supervisory: NA

ESSENTIAL JOB REQUIREMENT

Minimum Education Required: Bachelor's degree in business or engineering or an equivalent combination of education and experience

Minimum Experience Required

Minimum of 5-years MC& G experience, preferably at Cat or Trimble dealership locations

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical Experience - Intermediate
 Customer Service Experience - Intermediate
 Sales Experience - Basic
 Technical or Mechanical - Advanced
 (Machine Service/Maint)

Certificates, Licenses and Registrations Required: Valid driver's license and satisfactory driving record. Willingness and ability to obtain MSHA and OSHA certification for working at mine sites.

Required Skills and Competencies

Data Entry	Organizational Skills
Telephone Skills	Communication Skills
Safety Knowledge	Math Skills
Reading / Writing Skills	Product Knowledge
Reasoning Skills	

Other (please list)

Knowledge of full line of Caterpillar Technology and Trimble MC&G products
 Ability to create powerful Power Point presentations, use animation, etc

Computer Skills

Microsoft Word - Intermediate
 Microsoft Excel - Intermediate
 Microsoft PowerPoint - Intermediate
 SIS /SIS Web / STW - Intermediate

ADDITIONAL INFORMATION

Working Conditions

Noise Environment Quiet Moderate Loud
Indoors Outdoors Both

Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing Sitting
Walking Use of Hands
Talking Hearing
Weight / Lifting None 1-25 lbs 26-50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.