

Position Title: Bilingual Technical Service Specialist (BTSS)

Department: Service

Job Relationships:

Supervisor: Technical Supervisor

Direct Reports: None

Position Summary:

Provide technical support to both Spanish and English speaking parents, teachers, purchasing agents, counselors, clients, clinicians, consultants and other influential people in the AAC field regarding PRC equipment and software applications. Responsible for keeping abreast of current changes in PRC equipment line and technology advancements. BTSS answers involved technical and programming questions that include installation and use of hardware and software, OS, email, applications, MS Office, Mac applications and virus/security applications. He/she must have strong technical skills and strong troubleshooting and problem solving abilities. Excellent customer service skills are required.

Activities, Duties, and Responsibilities:

1. Receive incoming calls from the Shortel phone system to determine if customer can be assisted over the phone or if the device must come in for repair. The individual must be able to convey a pleasant, positive, and helpful telephone manner as well as a good command of both Spanish and English language.
2. Responsible for obtaining pertinent information from the customer when establishing documentation for service repair, funding repair, issuing return authorization numbers, and determining whether the customer requires a service loaner.
3. Responsible for maintaining current knowledge and understanding of PRC equipment line, (including components) to answer involved technical and applications questions including new and obsolete equipment. Assists customer in constructing users' vocabulary, developing programming and operational short cuts. This will sometimes require the BTSS to answer involved technical and programming questions that include installation and use of hardware and software, OS, email, applications, MS Office, Mac applications and virus/security applications.
4. Must be able to train internal and external customers in the use of PRC products in person, over the telephone, by email, or remotely, including Computer Access, Windows Applications, and AAC devices.
5. Works with irate and disgruntled customers to solve their problems, typically without consulting the Technical Supervisor. When the complaint cannot be resolved by the BTSS, the Technical supervisor will be consulted.
6. Uses understanding of PRC structure to refer customers to proper departments. Maintains open communications with the Sales Department, Funding Department, Finance, Shipping Department, Engineering, Manufacturing, and the Consultant Network. Responsible for relaying important data and documentation to the appropriate department.

7. May set up an exchange for items that need to be swapped out due to being incorrect, or sends out small parts and miscellaneous items.
8. To assist the Technical Supervisor in implementing established service procedures and suggest improvements.
9. Provide feedback to appropriate departments through record keeping, data collection, and reporting using tools provided by PRC.
10. Handle inquiries concerning shipments and deliveries of service repairs, exchanges, and new purchases courteously and with tact.
11. Responsible for maintaining BTSS parts, inventory and for requisitioning parts low in stock.
12. Respond to all technical faxes, letters, and email from U.S. customers and foreign distributors including, programming, repair, troubleshooting, and seek out information on new products. It is their complete responsibility to obtain the information and respond within 24 hours.
13. Responsible for phone records of remote technicians. Also he/she will be indirectly responsible for coordinating working schedules of the remote technicians.
14. Attends and participates in meetings, committees, and conference calls as requested.
15. Will participate in conferences and trainings by management.
16. Will provide additional beta testing for the Quality Assurance department when requested.
17. Will participate in building and maintaining the PRC Service Knowledge Base which requires working with the IT, Marketing, and Engineering departments.
18. Will provide back up to Technical Service Administrative Assistant and to other TSR and BTSS personnel.
19. Maintains confidentiality outlined in privacy portion of the federal Health Information Privacy and Portability Act of 1996.
20. Assume other appropriate duties and tasks as assigned by the Technical Supervisor.

Knowledge, Skills, and Abilities:

1. Must be fluent in Spanish and English Language
2. Must be able to work well independently and in a team environment.
3. Must have good oral and written communication skills.

4. Must be able to interact with internal and external customers in a professional and courteous manner.
5. Strong problem solving, troubleshooting and reasoning skills.
6. Must be well organized and able to prioritize tasks.
7. Must be detail oriented, with strong analytical ability.
8. Flexible, with ability to adapt to fast paced, rapidly changing circumstances.

Education and Experience:

1. Eighteen (18) months Technical Helpdesk experience which includes installation and use of hardware and software, OS, email, applications, MS Office, Mac applications and virus/security applications is required.
2. Associate Degree in computer science, electronics, or related field is required. An individual with an equivalent combination of education and work experience may be considered. Equivalent experience will be a minimum of two (2) years of related technical education and two (2) years technical work experience.

Financial:

This position is required to recommend Prentke Romich Company equipment and software. The Technical Service Representative is required to keep abreast of company policies, procedures, and current trends in technology for people with disabilities, thereby providing quality customer service, generating customer interest and loyalty, and increasing revenue.

Communication Requirements:

Bi-lingual in Spanish is preferred but not required

Extensive Contact – Position duties require frequent contact with key individuals both inside and outside the organization where matters discussed require extensive communication skills and which may materially impact the organization's policies, procedures, profitability and image. This individual must relay company information on discounts, promotions, products, and policies with tact. Inform and influence customers to purchase accessories or to comply to policy, and intelligently compare our products to other AAC equipment in general.

Physical and Environmental Requirements:

- Reaching. Extending hand(s) and arm(s) in any direction.
- Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping. Applying pressure to an object with the fingers and palm.

- Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking. Expressing or exchanging ideas by means of spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- Repetitive Motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Sedentary Work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
- The worker is not substantially exposed to adverse environmental conditions.