



## Traveling Technical Support Specialist

### Job Summary

The job consists of providing user support, training and problem solving for customers and sales representatives, ability to use troubleshooting procedures to isolate physical problems and/or operational errors, and identifying possible product failure trends.

### Essential Functions

- Travel domestically and internationally training customers on how to use our product
- Ability to learn product software quickly and operate software and CNC machinery proficiently
- Convey training and troubleshooting advice to customers remotely
- Conduct demonstrations for customers
- Read and understand layout drawings

### Qualifications

- Must be able to travel (domestic and/or internationally) at least two (2) weeks per month
- CNC knowledge and CAD experience preferred
- Exceptional interpersonal, oral, and written communication skills
- Must have successful customer support experience
- Strong analytical skills; creative problem solver
- High level of professionalism and integrity; good judgment
- Excellent computer skills required
- Applicants must be physically able to bend, stoop, climb, reach, lift 75 lbs, and stand/walk on concrete floors.