

Regional Support Technician

Regional Support Technicians are key personal of their respective sales office as well as the support team. They are the main boots on the ground for Traffic Control Corporation in the field and shall conduct themselves as professionals especially in front of customers. Regional Support Technicians shall keep safety as a priority while conducting jobs effectively and efficiently.

Supervision:

Regional Support Technicians shall report to the Regional Support Manager or Lead Regional Support Technician directly with overall management from the Regional Manager.

Reviews to be conducted by the Regional Support Manager, or if the Region does not have a Support Manager then by the Regional Manager.

Key Responsibilities & Duties:

-Turn on and integration of new products as scheduled and defined by management. Most work will be outside. It is the responsibility of the technician to ensure that proper attire is worn for the situation, and any extra requirements by the governing agency are observed (i.e. safety vests, hard hat, ect).

-Support of existing products. This is in the form of phone calls, onsite support, and email. Regional Support Technicians are expected to be able to answer basic traffic and equipment questions or be able to find those answers and deliver them back to the end user. Support questions should be answered with documents, manuals, ect as appropriate. Support requests shall be answered within 1 business day.

-Assistance with Production when needed. This would be in the form of building and assembling panels, boxes, wiring harnesses, ect. This might be done in the field, office, or at headquarters as needed.

-Learning of new products. Although face to face training will be provided to technicians it is the responsibility of the technician to be able to line up other forms or training/learning to be able to accomplish the job assigned to the technician.

-Project management. Most of the initial schedule will be dictated by upper management, it is the responsibility of the Regional Support Technician to manage the finer details of the project prior to deploying to a job site and once on site. This level of project management to include, but not limited to:

- Pulling and Review Plans/Orders/Quotes
- Bringing correct tools and safety equipment to job site
- Brining appropriate spare parts and other equipment to job site
- Managing time once onsite to be able to complete task

-Management of TCC issued tools, including, but not limited to: hand tools, vehicles, computers, cell phones, and TCC offices themselves. This includes regular maintenance, cleaning, calibration and general care of equipment. TCC office maintenance could include cleaning if required by management. IT resources such as computers and cell phones shall be used and maintained per L&H corporate policy and Regional Support Technicians shall work with management on replacement cycles.

-Assist the Region is obtaining their sales goal for the year.

-Creating and updating documentation, drawings, ect as need to close projects.