

BAUER COMPRESSORS INC.
Career Opportunity
www.bauercomp.com

Job Title: Technical Support Specialist
Location: Norfolk, VA
Department: Customer Support
Reports To: Customer Service Operations Manager
Position Status: Non-exempt, Full-time
Revision Date: September 2019

COMPANY OVERVIEW

BAUER COMPRESSORS INC. (BCI) is recognized as the world's foremost innovative designer and manufacturer of high pressure systems. BCI is specialized in the markets of high pressure breathing air products, GSA/military breathing air products, industrial air and gas products, plastics technology, natural gas, and inert gas compression. Headquartered in Norfolk, Virginia, BCI employs over 250 associates nationwide and reports to its parent company BAUER COMP Holding GmbH in Munich, Germany.

POSITION SUMMARY

The Technical Support Specialist is responsible for providing BCI distributors and customers with technical support, problem resolution and trouble-shooting on compressor systems and components. The Technical Support Specialist provides technical assistance to the Customer Support department and assists with customer inquiries to ensure proper repair procedures. The Technical Support Specialist reports to the Customer Service Operations Manager.

JOB FUNCTIONS

Include the following, but other duties may be assigned.

- Provide technical support and troubleshooting via telephone and/or email to customers and distributors to assist in the repair of breathing air, CNG, and Nitrogen compression systems.
- Create a communication system between the customers and the Customer Support department to better serve the needs of our dealers, our customers, and the interests of Bauer.
- Be able to troubleshoot mechanical and electrical systems including but not limited to: electrical, PLC, mechanical, and pneumatic applications.
- Research technical information for customers as well as for Bauer.
- Collect and relay technical and/or performance information from existing Bauer-installed bases in regards to the operation of equipment.
- Investigate product liability claims by providing written reports and testimony in regard to technical product failure(s).
- Review customer requests for service to ascertain the cause for a service request, type of malfunction and customer address.
- Obtain and provide technical specifications on Bauer-supplied products and accessories.
- Research customer systems and provide upgrade information to assist with upgrading customer units to new technology used by Bauer.
- Obtain and provide design schematics and/or manuals to assist customers in troubleshooting and diagnosing problems.
- Obtain and provide a parts breakdown to assist customers (internal/external) in troubleshooting and diagnosing problems.
- Complete technical product reports and/or reports on product problems encountered with compressor systems.
- Handle other requests from management on a timely basis.
- Building strong customer relationships.

- Help sell Bauer products and services.
- Able to travel (if required) to customer's location for emergent repairs and/or evaluation (local or out of state).

The ultimate goal is to provide the world-class Bauer Lifecycle Performance experience that our customers expect and deserve.

ESSENTIAL SKILLS AND EXPERIENCE

- Strong experience with mechanical and electrical systems.
- Working knowledge of pneumatics.
- Background in Mechatronics a huge plus.
- A minimum of two (2) years of related technical support experience and/or training; OR an equivalent combination of education and experience.
- Able to interpret wiring, tubing, structural drawings, and specifications.
- Knowledge of troubleshooting PLCs.
- Must be proficient in Microsoft Outlook and Office (Word and Excel).
- Ability to work in a fast paced with high demand environment.
- Strong verbal and written communication skills.
- Must be responsive with ability to follow-up and bringing open items to closure.
- Must be highly-disciplined and organized.
- Must be self-starter and able to work under minimal supervision.

VALUED BUT NOT REQUIRED SKILLS AND EXPERIENCE

- Associate's degree (A.A.) in Mechatronics, Mechanical Engineering or other related field from a two-year college or technical school is preferred.
- Bi-lingual in Spanish is definitely a plus.

REPORTING TO THIS POSITION

- No direct reports.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use of eyes for close vision, use hands, fingers, grasp, handle, reach, listen, talk and may need to talk on the telephone while taking notes. Occasionally the employee must lift and/or move up to 50 pounds or ask for assistance.

The noise levels in some manufacturing facilities frequently may exceed the normal dBA. The employee is required to wear necessary protection (foot, eye, ear, etc.) when walking through the plant.

Normal working schedule: Monday through Friday with some overtime required at times. Core business hours are from 8AM to 5PM.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

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