



OPEN POSITION

Product Support Technician

Basic Function:

The role of Product Support Technician is a key role within the SencorpWhite organization ensuring customer satisfaction with our product performance both here at Sencorp and at the customer's facility. The Product Support Technician will serve as a liaison between the Customer, Project Management and Manufacturing during the FAT (factory acceptance test) and SAT (site acceptance test) activities providing instructions on machine operation, maintenance and the thermoforming process. Secondary duties will include assisting with scheduled customer training not connected to FAT/SAT activities plus aftermarket sales on newly delivered machines as required. Must be customer-focused and project a positive, professional image for Sencorp. Also needs to be a self-starter and take direction from supervisor.

Primary Duties and Responsibilities:

- Test machines prior to customer arrival for FAT to ensure the machine meets sales order specification, customer requirements, and Sencorp quality standards. Conduct customer training during FAT detailing machine function, operation and recommended maintenance procedures.
- Verify changes requested by customer during FAT prior to shipment
- Conduct SAT activity at the customers facility.
- Promptly resolve customer issues and maintain good communication channels between customers and relevant departments within the organization.
- Assist Product Manager during customer/employee classroom and hands -on training sessions.
- Promote and sell aftermarket products on newly delivered machine
- Anticipated travel approximately 50%, some international travel required.
- Submit accurate, complete travel expense report with 5 days after trip,
- Follow up with customer to ensure complete satisfaction.

Education, Experience, and/or Certification Required or Preferred:

- Knowledge of Thermoforming and/or Packaging equipment preferred
- Five + years of previous operation, maintenance and thermoforming process experience strongly desired
- Proven trainer on machine HMI, operation and maintenance ideal.
- Continuous improvement skill-set required.

How to Apply:

- Interested candidates please email resume to jobs@sencorpwhite.com