METTLER TOLEDO Product Inspection has an opening for a Technical Support Specialist in the Service Department. This position reports to the Technical Support and Dispatch Manager.

**Summary:**

Provide world class technical phone/email support to MT PI customers and Field Engineers (Metal Detection, X-Ray, Checkweighing).  Technical Support Specialists will be the experts and owners of technical knowledge

**Essential Duties and Responsibilities include the following**:

* Manage all incoming calls into the technical support line queue with limited hold times
* Answer the phone in a professional manner and work with the customer/field engineer to help them troubleshoot their machine and ultimately solve their problem
* Respond to technical questions via email in a timely manner
* Identify and escalate priority issues with a sense of urgency
* Record each customer/FE interaction in Sales Logix via ticket system
* Close out "Leads" that have been passed on to Technical Support
* Ability to travel into the field to keep skills fresh and take part in all trainings that are offered
* Create knowledge base "How To and Troubleshooting" articles for capturing key information that our Field Engineers and customers can access
* Ability to train customers/field engineers/Sales Reps in house or out in the field.
* Flexibility to be on-call afterhours to provide remote support
* Route calls to appropriate departments when needed
* Research required information using available resources
* Other duties as assigned

**Primary People Contact:**

* External Customers
* Interdepartmental Personnel (Parts Dept., Dispatch, Service Managers, Training team)
* Field Service Engineers
* Design Engineers
* Sales Reps

**Knowledge, Skills, Attitude:**

* Have a thorough understanding of electronics and schematics, material handling, metal detection, and X-Ray, and checkweighing (If does not have prior experience, will require significant travel for the 1st year to get up to speed).
* Knowledge of Mettler internal systems and ability to navigate through them to find answers to technical questions/problems(The Vault, Syteline, Sales Logix, Intranet site, schematics, Team Center, Microsoft etc).
* Understanding of the food processing, packaging and pharma industries and environments
* Being able to visualize the customers problem and break the steps down into Lehman's terms so the customer can understand
* Innovative and effective problem-solver and troubleshooter
* Ability to handle a hectic, fast pace, ever-changing work environment, while maintaining a professional attitude.  Must work with a sense of urgency.
* Ability to work independently or with a team.
* Exceptional communication skills, written and verbal, as well as excellent customer service and interpersonal skills to foster interaction within all levels of the organization, clients and subcontractors
* Maintain a professional appearance along with a clean work area
* Requires a pleasant attitude, voice, and excellent telephone skills
* Ability to handle multiple projects with changing priorities and deadlines
* Able to work under high stress environment
* Must have good listening skills

**Education and Experience:**

* Previous X-ray, Metal Detection, or Checkweigher experience preferred
* Networking, Operating systems, PLC's are a plus
* High School Diploma or equivalent
* College degree preferred
* 2 yrs. related experience