

Advanced Technical Support Person

Are you someone who enjoys new technically challenging puzzles?

Basic job functions:

The candidate for this job would be someone who has knowledge of, and is comfortable in working with electrical hardware. Our best technical people have a natural curiosity and interest in learning about, and adding new technologies to their knowledge base. Most likely much of the critical and specific knowledge about our hardware will be new to most people who are not already involved with industrial instrumentation, but can be typically more readily acquired by candidates who are interested and self-managed learners. This job will provide for a lot of opportunity for hands on learning, and will be a rewarding experience for the right candidate who is interested in working out and solving applications solutions

Initially there will be a fair amount of need to study up on our products and work jointly with our technical support people on active projects, to learn the ropes. We will also make it a point to get you in the field with our sales people so that you can better understand our organization mission (sales and service) and see some of the unique field applications that come up, first hand. The sales team generally develops the support opportunity for the ATSP, and the ATSP normally takes the project to a deeper level of support and details than the sales team can manage.

Required Skills for the ATSP Position

- Passionate interest in learning new skills, developing aptitudes for new technology, and enjoys resolving unique technical challenges.
- Good general working knowledge regarding electronics. The ability to do simple power calculations (typically related to design for heat trace cable for various power ranges – 120 – 240 – 277-480 VAC).
- The ability to do, or learn to do simple programming for our hardware (recorders – industrial wireless – PLCs)
- We always work as a team, but eventually it will be expected that the ATSP will be self-sufficient to address the majority of application support projects assigned, and to manage their schedule to meet agreed upon deadlines.
- Ability to work well with people and communicate in a fashion that both adds understanding and comfort to our end users is very important to long term success.
- Some projects might require overnight stays, typically travel is within 4 hours car ride of the Highland office; and occasionally there is some air travel for training (maybe once or twice a year). The company covers all related expenses.
- Never guesses – but either works to full resolution, or has the ability to identify and call out what additional information might be required, and can call out specific areas of concerns for any un-resolved issues. (It's OK to not know, and to have to find out – and when required, to even share that an application is beyond our experience and comfort to resolve...but guessing is never an acceptable response.)

Advantageous Training or Experience for the ATSP Position

- Familiarity in both reading and creating wiring diagrams, heat trace isometric drawings, and other engineering drawings on CAD (or some of these capabilities, and ability to learn the others).

Compensation

- Salary commensurate with experience
- Medical benefits; 2 weeks paid vacation; 9 paid holidays; Simple IRA with 3% Matching Program

Company Hours

Work hours are M-Th 8am-5pm and F 8am-4pm, with 1 hour for lunch. Lunches are staggered to maintain coverage.

Application Process

- Please send your resume to **Office Manager, Dawn Graham:** officemanager@jmicompany.com.
- Tests are administered during the interview process, with a focus on Math and Science.

What's Industrial Instrumentation?

Industrial Instrumentation involves electrical and electronic measurement equipment that are often being used in large scale manufacturing businesses. Products range from flow meters, heat tracing equipment, gas monitors and control systems, to name a few. Some examples of companies in this field are **Yokogawa**, **Thermon**, **Mine Safety Appliances (MSA)**, and **Flexim** - all of which are some of the top vendors for **JMI Instrument Company**.