

www.johnsonplasticsplus.com

Title: Advanced Support Technician

Reports To: Technical Service & Applications Support Manager

Primary Purpose: Provide technical assistance, sales support and excellent customer services regarding engraving and digital printing equipment, printable materials and/or related process troubleshooting while also promoting sales of new equipment and supporting materials.

Primary Duties & Responsibilities:

- **Provide technical support for equipment and products sold by JP Plus/ Rowmark**
 - Provide installation and technical training on operation, application, and maintenance of equipment.
 - Assist customers with problems on equipment, software and products sold by JP Plus
 - Maintain equipment in JP Plus locations.
- **Enhance the customer experience, focusing on retention and growth.**
 - Displays total account management by focusing on what needs to be done and taking the appropriate action
 - Initiating proactive action on behalf of the customer
 - Provide closed loop feedback on all escalated customer actions.
 - Deliver product/ equipment demos
 - Develop customer relationships that breed loyalty
 - Actively promotes the features and benefits of products sold by JP Plus
 - Participate in and support efforts for open house events or technology showcase events hosted by JPP
 - Travel locally as necessary for the position (customer visits, tradeshow, product training, educational seminars, installs, etc.)
 - Actively engages and collaborates with other areas of the business to grow the business
 - Produce timely and detailed service reports
 - Understands customer needs and aligns JP Plus resources to deliver value
 - Document customer interactions within CRM tools to enhance the customer experience by providing relevant info to other internal business partners
- **Contribute positively and proactively to the JP Plus Advanced Support Team**
 - Collaborates with sales and other business partners to ensure customer and organizational success.
 - Contribute positively to the development of the JP Plus organization
 - Cooperate with technical team and share information across the organization

- Represents JP Plus in a professional manner at all times and build positive relationships with customers
- **Works comfortably in a remote environment**
 - Self-motivated/organized, and operates without the need for direct supervision/guidance
 - Performs all administrative work related tasks in a timely manner.
- **Other Duties**
 - Be available and responsive to answer queries from sales force regarding technical capabilities.
 - Provide timely response to internal and external customers.
 - Train peers on equipment processes and function.

Expected Attributes of Employees:

- Exhibits a positive, professional attitude
- Shows personal drive, ambition, and always maintains integrity
- Demonstrates honesty and trustworthiness, responsibility, and accountability
- Sets personal and professional goals, while demonstrating high work ethics
- Balances issues emotionally and objectively
- Communicates at the most direct level; Strong verbal, written and interpersonal skills
- Exhibits a strong focus serving the customer with attention to detail; Able to communicate effectively with all types of people.
- Effective analytical and trouble shooting and multi-tasking skills.
- Motivated to meet/exceed goals with a passion to learn in a fast-paced, deadline-driven atmosphere.
- Works effectively as a team member or independently to achieve goals/objectives.
- Self-directed, motivated, organized, requiring limited direction.
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

Qualifications:

- Associate's Degree or higher is preferred, but not required
 - At least two years of customer service and/or sales work experience; preferably including technical assistance to customers. Experience with the sublimation and/or printing processes is a plus
 - Experience with design software (Corel Draw, Adobe Suite, Quark, RIP software *or related graphics programs* knowledge) desired. Proficiency with Word, Excel, and Outlook. Ability to learn customized software and products quickly
 - Experience in electronics or computer related experience a real plus
 - Excellent customer service skills using the telephone and email with courteous and customer-oriented etiquette. Demonstrated ability to build positive relationships with diverse types of potential or current customers. Willingness to do what is necessary to take care of the customer.
 - Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere
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Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark family of companies, JPP strives to provide world class products and service to our customers every day with eleven distributions points throughout the United States.

Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kwinner@rowmark.com