

Title: Technical Engineer II (Technical Assistant)

Position Summary:

Technical Engineer II provides design and systems application support to outside sales engineers and to assigned customer accounts and contractors. Variety of tasks not limited to; equipment selection, job pricing, creation of bid projects and producing submittals.

Key Duties and Responsibilities:

- Interacts and works closely on daily basis with outside sales engineers, customers, contractors, as well as with internal employees.
- Provides support and backup coverage to outside sales engineers.
- Required to work along with other departments such as order entry, bid desk and credit department to ensure approved submittals and orders are entered into the order system
- Interfaces with the corporate credit department to ensure orders are not on credit hold.
- Primarily responsible for providing quotes to customers and for responding to customer inquiries, job follow up, jobsite coordination of equipment delivery and crane meets.
- Required to select equipment along with pricing that will be presented to customers/contractors as part of job bids and submittals.

Critical Knowledge and Skills:

- Accuracy, analytical skills and attention to detail are required
- Exceptional communication and customer service skills
- Detailed orientated
- Multitasking and organizational skills
- Good judgment and planning skills
- HVAC Carrier Product Knowledge is preferred
- Knowledge of Carrier software (Quote Builder, Sage, HVAC Partners, ECAT, vendor websites) is preferred
- Ability to work independently with minimal supervision in fast paced work environment
- Ability to research using systems, software and product guides, catalogs and manufacturing literature
- Ability to review, evaluate and make suggestions and product recommendations to customers as well as provide technical support when needed

Education and Experience:

- High school diploma or equivalent, higher education is preferred
- Minimum 3-5 years of HVAC product knowledge and sales experience