

TECHNICAL SUPPORT ENGINEER RADIAN RESEARCH, INC.

Join a world leader in energy measurement and start your ownership journey today!

Radian Research is an employee-owned innovative technology company with an engaging and participative work environment. We provide Electric Meter Testing Instruments, Systems, Software and Services to Electric Utility Companies, Electric Meter Manufacturers and National Metrology Institutes for Engineering, Laboratory, Shop and Site applications. Radian provides both portable and primary energy reference standards unequaled in accuracy, stability, and reliability. The focus of Radian is our customer, and the heart of Radian is our team. We recognize and value the 3 Cs of Radian's culture: ***Customer-centric*** focus, ***continuous improvement*** mindset, and ***care*** for our Customer, company, community, and for each other.

The Customer Experience Team is the focal point for daily contact and communication with Customers providing standardized and customized responses and solutions. The Technical Support Engineer is a mid-level position, physically located in Lafayette, IN at Radian Research's Corporate Headquarters. This position offers efficient and effective Customer-centric technical support to internal and external Customers, Sales Representatives, Regional Solutions Managers, Customer Support teammates and the Production and Service Labs via phone, email, WhatsApp, virtual meetings (i.e. WebEx, Microsoft Teams, etc.), in person at trade shows, and at the Customers' premises to perform education, training, new sales support, and maintenance needs; this support requires approximately 25% travel. The Technical Support Engineer provides Customer perspective information to sales and software development teams; knows the theory of operation and application of the Company's products; and is capable of effectively presenting that information to Customers. In addition, the Technical Support Engineer has a fundamental understanding of the application and theory of electricity metering.

The Customer Experience Team works collaboratively to serve our Customers; and therefore, the Technical Support Engineer will perform original correspondence and contact as well as serving as back-up for peers and teammates.

This position requires outstanding verbal and written Customer interaction with a friendly, positive attitude to internal and external customers.

Our Values:

We value dynamic, high-energy, highly interactive relationships which require excellent communication, collaboration, and multi-tasking skills, while simultaneously providing undivided attention to our Customers and their needs. In addition, we value individuals who want to grow in their skills and demonstrate self-initiative in our supportive and accountable environment. This position requires a high degree of accuracy and decision-making capabilities that must be both Customer-centric and in the Company's best interest.

Responsibilities:

1. Provide technical product support via multiple mediums including, written communications, in person, telephone, fax, WebEx, Chat, and email. This includes explaining product application and product operation as well as troubleshooting.
2. Perform technical product presentations and training events via webinars, at meter schools, seminars, and Customer sites.
3. Perform various technical writing tasks including operations manuals and new product specifications.
4. Perform on-site product installations and Customer product training.
5. Assist in maintenance and tracking of the Marketing Demonstration Product account.
6. Assist with Customer service activities including product proposals, quotations, order follow-up, etc.
7. Know the Marketing Department software applications including RMAs and Order Entry and be able to use them, as needed.
8. Effectively interface with Engineering, Production, Service and Production Labs, Accounting, Field Sales and Marketing personnel in order to service the Customer.
9. Others as required.

Education:

Bachelor of Science in electrical engineering (EE) or electrical engineering technology (EET) or a similar level of electronics/electrical training.

Experience:

1. Prefer 1 to 2 years of Customer service experience
2. Prefer 1-2+ years electric utility related experience

Knowledge of:

3. Electrical and electronic theory as it pertains to power and energy measurement
4. Troubleshooting of electro-mechanical devices
5. Problem solving techniques and Root Cause Analysis
6. General metrology, measurement systems and calibration systems
7. Technical writing focused in electronic subject matter
8. Fundamental Sales and Marketing acumen relating to a high-tech manufacturing organization
9. Proficient computer skills - common word processing and spreadsheet programs – software and software applications
10. Basic process management tools, i.e. KPIs, countermeasures
11. Uncertainty components, management, determination, and reporting
12. Work scheduling practices and methods
13. Team building and conflict resolution
14. Training and evaluation techniques
15. Safety in job performance

Skilled at:

1. Verbal and written communication
2. Presentation of information in various forums including small groups, large groups and individual basis
3. Clearly and concisely conveying information of a technical nature
4. Developing positive customer rapport
5. Various PC applications – i.e. remote help sessions and knowledge of firmware / software and how they integrate

Desirable Qualifications:

Amiable to changing priorities and ability to multi-task, great attention to detail, excellence, integrity, collaborative, respectful, candor, loyalty, and passion for the company, its products and Customers, optimism, responsibility, and gratitude.

Equal Opportunity Employer Minorities/Women/Veterans/Disabled

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.