

**Position Title:** Tech Support Engineer

**Summary:** Monogram Systems, a worldwide leader in cabin interiors and integrated waste and water systems has a current opening for a Technical Support Engineer. This position provides technical product and field service support to all customer accounts, coordinates and resolves all technical issues arising from in-service products and acts as direct liaison between Monogram Systems and customer(s) on all in-service technical issues.

Essential functions include:

- Manages in-service product issues as Program Manager, guiding the project from initiation to resolution. This includes implementing containment plans, as well as, performing root cause-corrective action activities.
- Troubleshoots problems for all Monogram Systems products currently in service
- Initiates on-site customer visits to evaluate, monitor, and resolve problems
- Visits customers on routine basis to ensure product/technical support
- Reports all findings and ensures follow-up with customer
- Interface with internal departments to resolve technical problems and questions as required
- Monitors compliance to schedules and is pro-active in dealing with customer inquiries regarding status of resolution
- Acts as direct liaison between customer(s) and Monogram Systems internal departments
- Investigates and reports all service failures to appropriate departments
- Provides prompt written and/or verbal response to customer technical questions
- Initiates trouble reports and ensures prompt resolution for customer satisfaction
- Perform Analysis and provide reports as required to support Customer requirements

**Position requirements:** Must have a Bachelors Degree – Mechanical, Electrical, or applicable engineering discipline preferred. In lieu of an engineering degree, three (3) to five (5) years related technical support or Program Management experience is acceptable.

Strong knowledge of electro-mechanical systems. Experience with aircraft water and waste systems, and manufacturing technology highly desirable. Must have effective networking skills (both internal and external) with the ability to interface with customers at all levels. Must have effective leadership and team building skills. Must have above average computer skills including advanced knowledge of Microsoft Word, Excel, PowerPoint, and Project. Expertise in Microsoft Access is a plus.

The characteristics of the successful candidate must include:

- Strong interpersonal skills
- Planning/Organizing skills
- Quality focus
- High productivity
- Safety and security focus
- Adaptability
- Dependability
- Excellent oral and written communication
- Ability to travel domestically and internationally

**Status:** Full-time, exempt