



Company: Durham Geo Enterprises, Inc. (“DGSi”)
Job Title: Technical Support Specialist
Reports to: Product and Technical Support Manager

Position Summary

We are looking for a qualified Technical Support Specialist to join our team to help us achieve our goals. You will provide technical support to our customers in setting up geotechnical and structural instrumentation, data loggers and our web-based data collection system. You will also provide field installation assistance for geotechnical instrumentation installations and assist customers in commissioning data logging systems. You will provide technical advice to the Company’s sales team and assist the Company’s engineering team as needed with new product development and testing. Our ideal candidate is goal-oriented and has a deep knowledge of customer service best practices with exceptional organizational skills. The candidate will be based out of DGSi’s office in Tucker, Georgia.

Key Responsibilities

- Assist customers with design and layout of instrumentation equipment;
- Provide support for Atlas Web Monitoring, including phone support and on-site or remote training;
- Provide field installation and/or service of instruments and commission data logging systems;
- Design and write data logging programs for Campbell Scientific data logger systems;
- Provide training for data logger commissioning and usage, either remote or on-site;
- Communicate important feedback from customers to management team;
- Stay up-to-date with new products and features, both internal and external.

Experience and Skills

- 2 to 4 years of proven work experience installing/supporting geotechnical instrumentation or similar role is required;
- Preference will be given to candidates with prior tech support or customer service roles;
- Ability to concentrate on details and communicate effectively with a wide variety of people is essential;
- Excellent organizational and multitasking skills;
- Excellent written and verbal communication skills;
- A team player with high level of dedication;
- Ability to work under strict deadlines;
- Travel in North America is often required.

Company Background

Founded in 1994, Durham Geo Enterprises, Inc. designs and manufactures Geotechnical, Environmental, and Materials Testing products serving the Structural Health, Construction, and Civil Engineering markets and is a dominant brand in North America. With a global reach into over 50 countries and thousands of proven applications, the Company is a recognized leader in geotechnical instrumentation. *For more information* on the portfolio businesses, please visit www.durhamgeo.com