



# Job Description

## Technical Support Specialist

HindlePower is seeking a Technical Support Specialist with strong communication skills and a background in electronics. This role supports customers by providing technical assistance, troubleshooting, and on-site service. It requires both hands-on experience and a commitment to customer satisfaction.

### Position Responsibilities:

- Answer incoming calls from customers with technical questions about product function and application
- Generate and manage RMA reports through our ERP system
- Open and maintain customer inquiries and cases
- Provide clear information on warranties and terms of sale
- Identify and escalate potential service or product quality issues
- Resolve customer concerns with appropriate solutions and follow up to ensure resolution
- Travel to customer sites to perform repairs, troubleshooting, or provide product training
- Assist with installations at customer locations

### Desired Requirement/Experience:

- Background in Electronics, Electrical Engineering, or a related technical field
- Associate's degree in Electronic Engineering or an equivalent Technical degree
- Ability to read and interpret electrical diagrams
- Experience analyzing data and test results
- Proficiency in diagnosing circuits to the component level
- Knowledge of power supply functionality and electronics troubleshooting

### Preferred Additional Requirements:

- Use of power meters, oscilloscopes, and diagnostic tools
- Problem-solving skills with a focus on root cause analysis
- Strong interpersonal communication
- High attention to detail
- Willingness to travel throughout the United States

### Physical Requirements:

- Ability to lift and transport tools and testing equipment
- Comfortable working in both office and field environments
- Flexibility to travel as needed

***We value our employees and trust they hold these key characteristics:***

- **Initiative...** we see it, we do it
- **Ownership...** I've got it, you don't need to think about it
- **Integrity...** decisions are based on looking at the whole picture
- **Attitude...** anything can be done
- **Virtue...** honesty, good deeds, kindness, and appreciation
- **Teamwork...** we before I

### What we do...

HindlePower has been designing and manufacturing industrial (non-commercial) battery chargers and dc power systems for the utility industry for over 35 years. Our staff and products serve the power generation and distribution market, switchgear OEMs, power substations, the oil & gas industry, and various transportation maintenance facilities.

We are the leaders in our industry and have customers in all 50 states plus additional countries worldwide.

### A few things about us...

Our commitment to quality is evident in our highly skilled colleagues and our exceptional approach to customer service that sets us apart. We believe in rewarding hard work and offering competitive compensation, comprehensive health, vision, and dental benefits, along with a 401k plan that includes employer matching and a gain-sharing program.

At our core, we are driven by integrity and quality, constantly seeking innovative solutions and improvements. Our unique culture thrives on accountability and self-initiative, empowering every employee to make impactful contributions. In our organizational structure, your voice is heard, and your efforts are recognized. We celebrate our achievements together, whether it's over a complimentary lunch in our cafeteria or through our various team-building activities. We are a four-time Top Workplace in the Lehigh Valley and were named one of IndustryWeek's 'Best Plants'. We are proud of our accomplishments and are continually striving to do better.

**To apply - Please send your resume to [employment@hindlepowerinc.com](mailto:employment@hindlepowerinc.com)**

HindlePower is an Equal Opportunity Employer (U.S.) All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, citizenship, gender, marital status, pregnancy, sexual orientation, gender identity and expression, disability, or veteran status.