

## Technical Support, Training, and Technician

Description - You will provide technical support and troubleshooting over the phone and through e-mail for assistive technology electronics such as environmental voice controls and home automation, voice controlled cell and landline phone systems, adaptive videogame controls, adapted computer controls, etc. THIS IS NOT A COMPUTER SOFTWARE TECHNICAL SUPPORT POSITION. You will provide phone and future webinar training and setup support purchased by customers with certain products. You will assist with final product assembly, packaging, and basic technician/soldering as needed.

Responsibilities - Responsible for customer satisfaction from beginning of technical support inquiry through resolution. Will be expected to test and troubleshoot customer returns with a volt/ohm meter, document problem, perform simple soldering repairs, and provide appropriate information to technician when more complex repairs are required. Then follow through by preparing exchange/repaired item and associated paperwork for shipment. Obtain a return authorization from suppliers and prepare documentation to return items under warranty. Administrative Assistant/Office Manager will assist with shipping.

**Broadened Horizons, Inc. designs, manufactures, and markets unique adaptive technology providing independence to individuals with upper extremity limitations.** We are a small, entrepreneurial company, growing rapidly and steadily since 2005 located in Maple Grove, Minnesota. The work environment is casual and very rewarding as your efforts directly impact and make a significant difference in our customer's daily lives. If you share our commitment and enthusiasm to improving the lives of people with disabilities, and you meet the requirements listed below, we look forward to hearing from you! Please feel free to visit [www.broadenedhorizons.com](http://www.broadenedhorizons.com) to learn more.

Education - Minimum associate or technical degree in **electronics** or related technical field

Experience - Minimum of two years technical support experience, directly supporting consumers. A documented track record of achievements and success, meeting or exceeding goals for three to five years is highly preferred. Candidates familiar with physically limiting disabilities or physically disabled themselves are strongly encouraged to apply. Position requires full hand dexterity.

Skills - Must be computer savvy and with strong familiarity with and interest in technology and electronics. Must possess excellent written and oral customer relationship management communication skills providing remote technical support, troubleshooting of complex problems, and training through phone and e-mail. When a customer purchases a product less than ideal for their needs, rather than just returning it candidate should be able to troubleshoot the customer's true need and desire, recommending a substitute or more appropriate solution, possibly working with sales following a consultative/problem solving approach.

Personality - To be successful in this position, candidate must be a highly motivated self-starter who is able, happy, and successful working independently without close supervision and comfortable with high standards of accountability. Charismatic and genuine, able to build rapport with upset or unsatisfied customer and turn them into a satisfied customer.

Location - Candidate local to Minneapolis/St. Paul, Minnesota metro area. Opportunity to work from home 60%-80% after demonstrating sufficient product familiarity. Separate office space with a door that can be closed when working from home required.

Compensation - Flexible: Hourly or Salary Base + Profit Sharing + Productivity Bonus (\$25K-\$35K + \$5K-\$15K)

Broadened Horizons Inc. is an equal opportunity employer.

Interested candidates should e-mail their resume to [Jobs@BroadenedHorizons.com](mailto:Jobs@BroadenedHorizons.com). As a small company, all employees must work closely and collaboratively. Candidates are highly encouraged to provide a short,

one paragraph, honest self-description of your personality followed by a 5 to 10 point outline of your primary strengths AND weaknesses related to the job requirements. This helps determine training requirements and ensure the strengths and weaknesses of each team member complement each other.