

**Position Title:** Technical Product Specialists Level I and II  
**Reports To:** Manager of Technical Services  
**Department:** Technical Services -- Dept. 40  
**FLSA Status:** Non-Exempt  
**Grade:** 10 for Level I. 11 for Level II

**Principal Role:**

The Technical Product Specialist is responsible for providing Technical Information, Technical Repair Knowledge, and Technical Troubleshooting for all "One Husqvarna" Products. The Primary responsibility is to provide technical product support to our Distributors, Dealers, National Accounts and Customers (End User Escalations).

**Essential Duties:**

- Respond to Husqvarna technical questions from Distributors, Dealers, National Accounts and elevated "End User" calls
- Technicians are required to remain logged in to the systems and process received or assigned cases using phone, chat, email and / or written correspondence on a daily basis within department metrics.
- Trouble shoot, Diagnose and Evaluate individual case information in order to determine if repair process is:
  1. Warrantable
  2. Policy Adjustment
  3. Good Will
- Provide clear solutions for product repair, replacement or policy adjustment.
- Provide input to manufacturing and engineering departments with field obtained information to enhance product improvements and warranty cost reductions.
- Required to assist dealers with warranty processing and questionable component failure analysis.
- Effectively communicate escalations to technical Services Lead or Technical Supervisor for timely effective resolution.
- Provide Entry Level customer service functions as required.

### **Preferred Qualifications:**

- Education and Training: Minimum High School graduate.  
**Preferred:** 2 year Technical Vocational degree in related engine technologies and/or servicing Outdoor Power Equipment.
- Business experience: 3 years technical experience in related Outdoor Power Equipment servicing position.
- Exceptional knowledge of Outdoor Power Products and applications.
- **At the time of hire:** Holds passable grade of 70% in 2 and 4 stroke EETC certification or equivalent VO-Tech certification.
- **At the time of hire:** Posses' workable aptitude in hydraulic and electrical system diagnostic skills.
- Exceptional oral and interpersonal skills. Ability to verbally communicate information clearly and concisely ensuring customers comprehension.
- Holds minimum Technical proficiency within 12 months of hire date:
  1. Level I Technician: (Score of 80% or better in 2 stroke and 4 stroke) EETC certifications.
  2. Level II Technician: (All of Level I and additionally score of 80% or better in Electrical, Hydraulic and Diesel) EETC certifications.
- Complete Husqvarna University Service Technician training courses within 3 months (90 days) and complete the 1 day update seminar annually' within 14 days of posting.
- Contact center experience is a **PLUS**.  
**Other:** Developed computer and organizational skills.  
Exceptional Customer Service Skills.  
Experienced with electronic parts lookup systems, and electronic technical information environment.

### **Physical Demands:**

- Occasional repair shop and training duties requiring lifting up to 50 lbs, bending, stooping, etc. Ability to operate commercial turf care machinery for application training.
- **Work Environment:** Primary work environment is office setting requiring long periods of sitting, phone and computer operation. Secondary work environment is a repair shop facility requiring mechanical product inspection or repair. Occasional outdoor work is required. Intermediate travel required

Reasonable accommodations may be required to enable individuals with disabilities to perform essential functions. The statements on this document are intended to describe the general nature and level of work being performed by people assigned to the job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. It is the responsibility of associate assigned to this job to ensure all duties and responsibilities are performed accurately and timely as required.

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