

Job Title:	Technical Support Specialist	Job Category:	Technical Service
Department/Group:	Technical Service/Engineering	Reports to:	Engineering Manager
Location:	Watertown SD	Travel Required:	Minimum
Will Train Applicant(s):	Yes	Position Type:	Full time
HR Contact:	Michele Karpinske	Date Posted:	11/5/2022

Applications Accepted By:

EMAIL:

michele@cudausa.com
Subject Line: Service Tech Position

MAIL:

Michele Karpinske
Cuda Cleaning Systems
600 21st St SW
Watertown, SD 57201

Job Description

Cuda Cleaning Systems manufactures Cuda industrial parts washers and accessories in Watertown SD. These made in the USA, solvent-free automatic parts washers serve the auto, truck, agriculture, and oil service markets. A nationwide distributor network reaches these markets coast to coast making Cuda America’s #1 parts washer. At Cuda, we strive to provide the best customer experience and a big part of that is elite technical service.

ROLE AND RESPONSIBILITIES

The Technical Support Specialist will be an integral part of the Cuda team, becoming an expert in the construction, operation, and troubleshooting of Cuda parts washing machines. This person will be heavily involved in the internal testing, wiring and remote technical support of the complete Cuda product line.

- Technical Support
 - Answer technical support calls, help customers troubleshoot issues with machines in the field
 - Provide excellent customer service with a positive attitude to our valued customers
 - Document issue resolution in technical service ticketing system, follow up with customers as required
 - Assist in determining warranty claims
 - Involved in the setup and maintenance of a technical support video library
 - Promote Cuda Cleaning Systems products and services to external contacts
- Testing
 - Assist with testing of machines per Cuda test standards, troubleshoot any issues with machines exiting the production line using applicable diagnostic tools
 - Document test results, report results to Engineering, Production, and Management monthly
 - Communicate recurring issues with testing/components to Engineering, Purchasing and Production
- Wiring
 - Wire machines per Cuda wiring standards and diagrams
- Other special projects and duties as assigned

SKILLS AND QUALIFICATIONS

- Knowledge of how to maintain, repair, diagnose and correctly install or replace industrial parts in equipment
- Firm technical knowledge of blueprints, diagrams, mechanical engineering schematics and electrical diagrams

- Excellent communication skills that allow them to explain technical problems to laypeople over the phone and via email
- Precise written communication and PC abilities for filing repair, installation, and maintenance reports
- Physical fitness to lift heavy objects, dexterity to work on small objects in tight spaces
- Ability to work independently, with minimal supervision while using their own technical judgment regarding complex tasks
- Seeking a stable, long-term employee with a willingness to learn new skills to advance within the Cuda organization

EDUCATION REQUIREMENTS

High School Diploma

Reviewed By:	Kurt Keszler	Date:	11/7/2022
Approved By:	Daryl Tapio	Date:	11/8/2022
Last Updated By:	Kurt Keszler	Date/Time:	11/7/2022