

Technical Field Services Representative – North America: July 2024

Position Overview:

As a Technical Field Services Representative at VisionTrack, you will play a critical role in ensuring our clients receive top-notch technical support and training. Your primary responsibilities will include hardware scoping for opportunities and trials, as well as conducting installation training for our advanced video telematics solutions. This position demands a blend of technical expertise, customer service skills, and the ability to convey complex information clearly.

Key Responsibilities:

1. Hardware Scoping:

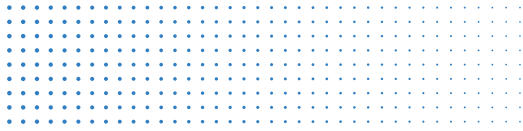
- Assess client requirements and provide detailed hardware specifications to meet their video telematics needs.
- Collaborate with the Sales and Operations teams to evaluate and recommend appropriate hardware solutions for potential clients and trial opportunities.
- Conduct site surveys and technical evaluations to ensure hardware compatibility and optimal performance.
- Prepare and present detailed proposals outlining the recommended hardware and its benefits.

2. Installation Training:

- Develop and deliver comprehensive training programs for clients and partners on the installation and configuration of our hardware products.
- Create and update training materials, manuals, and guides to reflect the latest product updates and best practices.
- Conduct hands-on training sessions, both on-site and remotely, to ensure clients can efficiently install and utilize our hardware.
- Provide technical support during the installation phase, troubleshooting any issues that arise and ensuring a smooth deployment.

3. Technical Support:

- Act as the primary point of contact for clients experiencing hardware-related issues, providing prompt and effective resolution.
- Work closely with the engineering and product development teams to escalate and resolve complex technical problems.
- Maintain detailed records of client interactions and technical issues, ensuring accurate documentation for future reference.



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4. Client Relationship Management:

- Build and maintain strong relationships with clients, ensuring their satisfaction with our hardware solutions and services.
- Gather feedback from clients to identify areas for improvement and work with internal teams to implement necessary changes.
- Proactively communicate with partners to provide updates on product developments, new features, and best practices.

5. Continuous Learning and Development:

- Stay up-to-date with the latest trends and advancements in video telematics and related hardware technologies.
- Participate in ongoing training and professional development opportunities to enhance your technical skills and knowledge.
- Share knowledge and insights with team members to foster a collaborative and knowledgeable work environment.

Qualifications:

- Bachelor's degree in a technical field (e.g., Engineering, Computer Science) or equivalent work experience.
- Proven experience in hardware scoping, installation, and technical support, preferably within the telematics or related industry.
- Strong technical acumen with the ability to understand and explain complex hardware solutions.
- Excellent communication and presentation skills, with the ability to train and support clients effectively.
- Self-starter who is flexible and comfortable working independently as well as part of a team.
- Problem-solving skills and the ability to work under pressure to meet client needs.
- Willingness to travel as needed to conduct on-site training and support.

If you are interested in applying for the vacancy, please send in your application to matthewison@visiontrack.com