

TekTone Sound & Signal Mfg., Inc.

Job Title: Product Training Technician

Department: Engineering

Reports To: Product Support and Training Coordinator

ROLES

- Actively apply Lean Manufacturing concepts as an avenue for continuous improvement.
- Set good example of work habits for others to follow, such as using time wisely, resolving issues efficiently, participating only in value add or necessary system required activities.
- Supports TekTone commitment to product excellence, product quality and customer satisfaction. Performs to the best of his or her ability to create high quality products and services that satisfy customer requirements.
- Actively promote safety and good housekeeping practices.

RESPONSIBILITIES

- Develop a thorough knowledge and understanding of all systems and parts.
- Become familiar with proper field installation techniques and relevant standards.
- Provide inside product and recertification training working alongside Training Coordinator and/or alone. Upon experience, some trainings may include travel.
- Responsible for all training follow-up including, but not limited to, certificates, homework submittals and t-shirts.
- Maintenance of all training materials.
- Update training materials as needed with new products and product changes. Review and remove any obsolete or non-applicable information.
- Consistently review training programs to streamline and keep in a reasonable timeframe.
- Assist in developing new training programs as requested or as needed due to new product release.
- May design and build training systems.
- May prepare and maintain design documentation such as system test plans.
- Performs other engineering support tasks as requested.

QUALIFICATIONS

Associates Degree (AA/AAS) or equivalent experience from a two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Competence in using electric and hand tools for building test bed assembly. Comfort with speaking before groups, answering questions and demonstrating processes and procedures. Attention to detail required. Installation and service experience a plus. General understanding of computer networking. Excellent general PC skills, including Microsoft Office – Word/Excel/PowerPoint. Ability to speak Spanish a plus.