

**Job Description****Job Title:**

Technical Support Specialist

Department:

Operations

Reports to:

Operations Manager

Location:

Belleville, MI

Job Summary:

As a key member of the operations team, the Technical Support Specialist will report to the Operations Manager and assume a strategic role in the overall direction, coordination, implementation, execution, of rentals and productions ensuring consistency with company standards, commitments, and goals.

The Technical Support Specialist is an important member of the company's operations team. By supporting account representatives with technical production and logistics support for all shows, they contribute to a quality experience and ensure the highest standards of excellence. This specialist requires excellent organizational and communications skills, along with a high degree of technical knowledge in all areas of production.

Specific responsibilities include but are not limited to:**Operations**

- Review and verify customer orders are accurate and complete.
- Optimize equipment inventory utilized on customer orders.
- Provide Technical design and specification requirements to Sales, Account Reps and Designers.
- Interface with Clients to ensure we meet their expectations related to their production needs.
- Maintain Inventory accuracy and integrity.

Training**Education & Experience:**

- Bachelor's Degree or equivalent experience in an applicable field
- Technical production experience in lighting, rigging, and power distribution

Required Knowledge, Skills & Abilities-

- Develops product knowledge through education over time
- Proficient in Microsoft Office Suite
- Strong written and verbal skills
- Excellent organizational skills
- Ability to respond to client needs in a positive manner while maintaining a professional demeanor
- Team Player who strives for continuous improvement
- Flexible, professional with a positive energy and strong work ethic to meet the needs of this client-driven business

This Job Description is intended to indicate the level of work that is expected of the Sales Coordinator and Support Staff and includes other tasks and duties as assigned.