

D.H.I

Executive Search Consultants

The Company:

Our client is a rapidly growing developer, manufacturer and seller of new state of the art innovative air conditioning systems. Their air conditioners provide energy savings of up to 90 percent compared with traditional systems. The Company is a Denver based corporation founded in 2004 and will double in size this year. The Company holds numerous patents for its Heat and Mass Exchanger (HMX). The second pivotal moment was installation of air conditioners in an office building and school in 2004, leading to the prestigious R&D 100 Award and kicking off the first HMX production line.

The discovery of a new thermodynamic cycle by the Company's Chief Scientist, is the principle behind the patented Heat and Mass Exchanger that gives the company its market edge. The Company has installed systems throughout the western United States and on 5 continents. Customers include restaurants, schools, military installations, private residences, data centers, manufacturers, as well as other industrial and government clients.

Job Title: Bilingual Support Technician

Reports To: Chief Engineer

Job Summary:

The Bilingual Support Technician will develop in-depth expertise in the Company's technology, how it can be applied in particular applications, and will assist with the Company's customers and business partners giving technical support in use of the Company's product's. The Support Technician will assist with installations and evaluation of project installations as well as perform warranty installations.

Fundamental Job Duties & Responsibilities:

- Gain thorough technical understandings of the Company's products, and have similar knowledge of competing technologies.
- Support inbound call center activities and respond to routine customer inquiries as necessary.
- Provide or coordinate technical support and respond to questions, provide information, and/or application assistance.
- Develop, evaluate and discuss possible solutions with prospects.
- Assist in response to request for proposals and prepare proposals.
- Participate in meetings, conferences, and project team activities as requested.
- Assist installation contractors on initial installations.
- Provide warranty work as needed at customer sites.
- Review installation contractor's work, evaluate and report on findings.
- Assist in technical training classes as needed.
- Attend trade shows as needed.
- Other duties as assigned.

Minimum Qualifications of Candidate:

Experience:

- 3+ years experience in HVAC including successful experience installing HVAC equipment in a variety of commercial facilities.
- Proficient in Microsoft Office applications to include Word and Excel.
- Experience as a trainer is a plus.

Characteristics:

- Must be fluent in Spanish and English.
- Drive to succeed and hard working.
- Ability to work independently within a team organization.
- Establish and maintain effective working relationships.
- Excellent communicator (both verbally and in writing) including timely responses.
- Must be able to multi-task, and maintain a positive attitude.
- Credible and comfortable in dealing with prospects and customers.
- Should be comfortable working with engineers and technicians in mechanical contracting firms.

Education:

- Associate Degree in Heating Ventilation and Air Conditioning or equivalent.
- Additional certifications, training and/or education a plus.

Other:

Hours: Full time attention to this position is required with the anticipation that work will transcend normal business hours.

Travel: Routine and regular travel throughout the US, especially the Southwest. Valid non-restricted driver's license required. The Company is privately owned and operated. They offer medical, dental, 401(k) with company match, paid holidays and paid vacations.

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