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**Title: Technical Support Specialist – Prestolite Power**

**About Us:**

At AMETEK, we don't just manufacture market-leading electronic instruments and electromechanical devices — we are using innovation to make the world a better place; technology to improve lives; and talent to solve challenges that matter.

**Job Summary:**

The Technical Support Specialist is responsible for providing technical support to our clients for all our product lines. Position will be located at the Troy, Ohio Prestolite Power facility.

**Key Responsibilities:**

- Provide technical support to our customers over the phone, via email, and in person.
- Assist in the investigation of customer complaints and problems.
- Manage the call log, create, and manage service tickets.
- Respond to after hour and holiday calls.
- Travel to clients to perform field repairs and training classes. Moderate travel as required to support the service and engineering departments.
- Review and approve warranty claims.
- Inspect and test parts returned from the field.
- Keep constant communication with the engineer and operation departments on field issues being received.
- Perform training classes to our customers at our training facility or at a customer site.

**Minimum Qualifications:**

- ASEE from a recognized, fully accredited program is required, a BSEE is a plus.
- Experience with power ranges up to 50KW is required with industrial battery maintenance experience is a plus.
- Must have experience troubleshooting equipment problems with extensive testing experience a plus.
- Experience with performing field service repairs is a plus.
- Position requires understanding of battery charger technology, reading schematics, prints, BOM's and manuals.

**Desired Qualifications:**

- Candidate must be energetic, experienced professional.
- Must be able to provide technical support over the phone and email dealing directly with our customers.
- Must possess strong organizational, time management, communication, interpersonal, and customer interaction skills with the ability to work closely with other team members and customers to meet objectives.



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- Must be self-motivated, able to prioritize and manage your schedule to fit the customer requirements while meeting the company's goals.
  - Candidate must be willing to travel (50-75%).

**What's in It for You:**

- Competitive compensation, holiday pay, and paid time off
- Great benefits package that includes health, vision, and dental insurance
- 401(k), plus matching
- Flexible spending accounts (FSAs), health savings account (HSA) with AMETEK contribution, life insurance, disability insurance, and family medical leave
- Employee referral program
- Tuition reimbursement program
- Employee assistance program
- Exciting, fast-paced environment where you could make a true impact
- Opportunities for career advancement within our business unit and across all other AMETEK business entities

**Additional Details:**

This position is located in **Troy Ohio**. Troy will keep you entertained all year. During the warmer months, Troy hosts food and music festivals, organizes art walks, and provides plenty of beautiful spots for hiking and biking, take a stroll through the Historic District, Troy Aqua Park and Treasure Island Park. All year long, one can visit museums such as Hobart Urban Nature Preserve, check out art galleries, walk around the zoo, patron the Troy Farmer's Market.

**To learn more about our company and our job opportunities, visit us at:**

<https://www.ametek.com/careers>

**To learn more about the business unit you'll be joining, visit us at:**

- Prestolite Power: <https://www.prestolitepower.com/>