

Troll is looking for a CUSTOMER SERVICE TECHNICIAN, capable of helping our customers systematically understand how their equipment should work, and demonstrating how to maintain mission critical gear. You'll assist in the installation, training, troubleshooting and maintenance of gear on the front-line of the information revolution. That means wireless Ethernet data links that connect aircraft, ground sites and command centers, to our customers who deliver the nightly news, fight wildfires, stop crime or protect our borders.

Troll is a worldwide leader in the development high-speed air-to-ground data links, tracking antennas and control systems, designed to deliver image intelligence, surveillance and reconnaissance, from manned and unmanned aircraft, land and marine vehicles. Troll employees work in a truly exciting industry, with enormous growth potential. Troll products are used by foreign and domestic militaries, commercial broadcasters, police, fire, and search and rescue organizations all over the world.

Troll is currently seeking a Customer Service Technician with high attention to detail and the ability to work with customers to confirm complete system operation and customer satisfaction. You should be familiar working within an ISO 9001:2008/2015 company, have experience working in a dynamic and fast-paced small business environment while maintaining a positive attitude, possess a desire to learn new technologies, and work well with technical and management teams.

RESPONSIBILITIES and EXPECTATIONS

In the first 30 days, a successful candidate will have:

- Demonstrated a basic technical understanding of RF/wireless communication systems, microwave, and airborne surveillance applications and systems
- Demonstrated excellent verbal and written communication skills
- Demonstrated familiarity with the use of test equipment, fixtures and procedures used to test RF systems, communications systems, and analog and digital electronics
- Demonstrated a strong working knowledge of MS Office Suite, mainly MS Word and MS Excel, Customer Relationship Management (CRM) software and AutoCAD and/or Visio Design software
- Developed a working knowledge of Troll product lines
- Developed an understanding of the Customer Service RMA process
- Developed a working knowledge of Troll's software maintenance tool-set
- Become capable of repairing products with supervision

In the first three months, a successful candidate will have:

- Demonstrated the ability to answer incoming calls, provide technical guidance and recommendations to customers, and maintain positive relationships with customers as part of the Troll team
- Demonstrated an initiative to share information and communicate project updates and status changes with all tiers of staff in a timely manner
- Demonstrated successful understanding and utilization of the CRM and ERP tools
- Demonstrated an understanding of the CAR and SCAR process
- Developed detailed knowledge of ground products for the Broadcast Market
- Demonstrated their ability respond to client inquiries concerning systems operation and diagnose system hardware, software, and operator problems
- Proven their ability to identify major hardware problems, refer to the engineering department for corrective action and follow up until complete

In the first six to twelve months, a successful candidate will have:

- Proven their ability to manage repairs from initial call to completion and follow-up
- Developed detailed knowledge of Troll Airborne Products
- Reduced average repair times by 20% from known baselines
- Created new matrix with the CSG team to be used to evaluate CSG team execution
- Proven their ability to install or assist with the installation of Troll hardware/software and peripheral components, either at the customer's location or over the phone
- Demonstrated their ability to travel up to 20% of the time to domestic and international customer sites

Must be a U.S. citizen or Green Card holder for authorized access to controlled technology/data as subject to ITAR as well as possess both a valid driver's license and passport. This position reports to the Customer Service Lead Technician. Compensation is commensurate with experience. Position location is in Valencia, CA. Relocation is not available for this position.