

www.gmcw.com

4003 Collins Lane
Louisville, KY 40245 USA



**Grindmaster
Cecilware**

p 502.425.4776

f 502.425.4664

info@gmcw.com

Posted: 9/29/16

Technical Support Representative Job Description

General Function:

- Call Queue Technician, answers incoming calls from customers regarding machine operation, troubleshooting and maintenance
- Coordinates and dispatches service agents nationwide for service to units in operation
- Troubleshoots by phone for issues with gas, electrical, hot water and pc board programming
- Responds to issues submitted by customer voicemail and email
- Performs follow up calls to customers and service agents to ensure service satisfactorily completed

Qualifications:

- Technical school experience desired
- Previous troubleshooting experience desired
- Knowledge of electrical and gas food service equipment desired

Medical, dental, life insurance after 30 days. Eligible for 401k after 90 days of employment. Equal opportunity employer.

Send your resume and references to HRJOBS@GMCW.com

GRINDMASTER®

Cecilware®

Crathco®

**AMERICAN®
METAL WARE**