

## **Job Description – Product Support Intern**

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**Title: Product Support Intern**

**Reports to: Customer Support Manager USA**

**Located: Bloomington, MN USA**

**Contract Start Date: Between April 15, 2012 and May 12, 2012**

**Contract End Date: Between August 15, 2012 and September 15, 2012**

Please note: This is a 4 to 6 month term position that will begin between April 15, 2012 and May 15, 2012 and will end between August 15 and September 15, 2012.

### **Role:**

The Product Support Intern will work within a team of professionals providing phone support and product repair on electrical, mechanical and hydraulic systems for NORAC agricultural products.

### **Principal Duties and Responsibilities:**

- Provide technical support to manufacturers, dealers and customers.
- Test, repair and calibrate NORAC equipment.
- Evaluate NORAC equipment being returned for Warranty.
- May be asked to assist in other duties on a case by case basis.

### **Required Knowledge, Skill & Abilities:**

- Ability to understand hydraulic and electrical schematics is an asset.
- Must be proficient with Microsoft Office applications.
- Knowledge of electro hydraulics and electronics is preferred.
- Strong communication skills.
- Must have a valid driver's license with a clean driving record.

### **Education and Experience:**

- Currently attending or graduating from a post-secondary technical program.
- Agricultural background and experience with sprayers and other agricultural equipment is preferred.

**Additional Information:**

Some travel may be required within the five state region including MN, ND, SD, WI and IA. Please apply early as this position may be filled before the application deadline.

To apply for this position email your resume to:

**Travis Brueske**

Customer Support Manager

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