



**POSITION TITLE** - Technical Services Lighting Representative

**LOCATION**- Des Plaines Illinois

**The Juno Lighting group, with more than 35 years' experience developing innovative, award winning lighting products with superior quality and performance is poised to continue as a leader in the Lighting Industry**

**Here's a great opportunity in a highly visible, end –user support role answering JLG lighting, application and installation inquiries. Resolve product incident issues and negotiate replacement and or repair of products and associated labor charges. Travel to jobsite locations to resolve issues as required. Handle requests for the return of products for evaluation. Provide technical information, installation, wiring, and application procedures for all JLG product lines. Provide value added service and company cost containment through quick response and excellent communication.**

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

This individual will work as a Technical Services Lighting Representative and answer technical and various related product phone calls and emails (may be required to be on call during off business hours).

Provide technical information, installation, wiring and application procedures.

Resolve implied field application and/or product problems pertaining to product installation which may include jobsite visits.

Assist sales representatives, store planners, architects, and distributors with lighting applications and specifications.

Interact with engineering department concerning change notices, bills of material, existing product information, new product development, changing, correcting or interpreting prints, matters regarding code issues, etc. per the established Technical Services procedures. Coordinate testing of returned field samples for accurate diagnosis and field resolution with the Engineering Department (test lab).

Prepare daily, weekly and monthly reports.

Travel - travel throughout multiple state regions and international travel may be required.

**QUALIFICATIONS:**

Ideal candidate will have extensive experience in the lighting or electrical field in a customer support role dealing with product inquiries having to do with specifications and/or pricing

Highly desirable experience would be from solid state lighting (LED), lighting controls, wireless controls or controls commissioning. Job requires the ability to juggle multiple projects at once. Having prior hands on technical experience, being a good negotiator and field experience are a plus.

This is a Technical Service position and requires expeditious, timely and courteous handling of all questions and requests. Attention to details is extremely important in all aspects of the job. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

AS degree in engineering or commensurate experience in Lighting/Electrical product technical support. Ability to complete training program offered by the company as well as any outside training programs deemed necessary. Candidate must have the ability to communicate clearly using appropriate business vocabulary and grammar. Computer proficiency including but not limited to Microsoft Word, Excel, PowerPoint and Outlook.

Interested candidates please apply online at

[http://www.resumeware.net/se\\_rw/se\\_web/job\\_detail.cfm?key=28940](http://www.resumeware.net/se_rw/se_web/job_detail.cfm?key=28940)