

# Contemporary Control Systems Inc.

## Product Specialist, Building Automation

To provide technical support of the company's products and services. To develop and assist CCSI's Latin America market base and assist customers in understanding and properly applying the company's products. To assist the company's technical staff in testing, evaluating and documenting the company's products. To develop training materials and conduct training programs to customers and staff. To travel in the field to assist customers in evaluating or commissioning company products. To assist the sales and marketing departments in technical discussions with customers regarding special requests. To perform other job-related duties as determined and assigned by management.

1. Provide first-level telephone and email technical support of the company's automation products to customers, partners, internal and subsidiary staff in either English or Spanish.
2. Answer questions regarding the hardware and software operation of the company's building automation and networking products and their suitability in specific applications.
3. Assist the technical staff in testing, evaluating and verifying that company products meet published specifications.
4. Develop training programs, PowerPoint presentations, and conduct training sessions to customers, partners, internal and subsidiary staff.
5. Create application notes, service bulletins and reports regarding company products.
6. Travel to jobsites and assist customers and partners in the evaluation and commissioning of the company's products.
7. Assist the sales and marketing departments with trade show participation, active display development and technical discussions with customers regarding special requests.
8. Provide hands-on activity in wiring-up test fixtures, soldering components, using test equipment making connections to controllers on mechanical equipment.
9. Enter inquiries and resolutions into the Technical Support Database.

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### **Knowledge, Skills and Abilities:**

1. Two-year college degree or equivalent with emphasis on electronics or HVAC technology.
2. PC literacy including knowledge of Windows OS, Microsoft Office and Ethernet networking.
3. Two years hands-on experience in troubleshooting electrical or mechanical equipment.
4. Skilled in the use of common electronic instruments such as voltmeters and ammeters.
5. Niagara4 certification or willingness to obtain certification.

Support Specialist, Support Technician, Product Support Specialist, Computer Support Engineer, Building Automation, Industrial Automation, Computer Support Technician.

Job Type: Full-time

Salary: \$50,000.00 - \$60,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

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### COVID-19 considerations:

Good housekeeping and sanitation practices are followed. Managers use common sense when assessing risk and minimize exposure when appropriate.

### Ability to commute/relocate:

- Downers Grove, IL 60515: Reliably commute or planning to relocate before starting work (Required)

### Education:

- Associate (Required)

Work Location: One location. Downers Grove, IL 60515: Reliable commute or planning to relocate before starting work (Required)

### Schedule:

- 8-hour day shift
- Monday to Friday

### Experience:

- HVAC (Required)
- Ethernet (Preferred)
- Mechanical knowledge (Preferred)
- Microsoft Office (Required)

### Language:

- Spanish (Preferred)

Send resume with cover letter to: **[jobinfo@ccontrols.com](mailto:jobinfo@ccontrols.com)**