

AL Systems Careers

Job Title: Customer Service Technician (Level 1 / Level 2)
Job Type: Full-time
Compensation: Salary (Commensurate with Experience) Plus Benefits

Summary

AL Systems, a growing provider of integrated solutions that improve the flow of merchandise through distribution facilities, seeks a Customer Service Technician to receive phone/e-mail support requests from customers using the Company's installed solutions. The Technician will prioritize incoming requests and resolve or escalate issues as needed. All support requests are logged into the Company's Customer Support System; the Technician will maintain a database of notes and information concerning all issues and resolution, as the Customer Support System is accessed remotely to research/troubleshoot issues. The Support Technician will follow-up with customers to ensure a successful outcome/resolution to all issues. Occasional onsite domestic travel may be required.

Duties & Responsibilities:

- **Support Customers.** Candidate will provide Level 1 and Level 2 tech support to AL Systems customers, primarily via phone and e-mail, but also traveling to domestic locations to resolve issues when required (estimate ~20%). Candidate will also participate in on-call rotation of after-hours customer support.
- **Develop Technical Guides.** Candidate will write technical papers documenting procedures for troubleshooting and configuring AL Systems solutions and devices. Candidate will ensure the accuracy of all system documentation.
- **Drive Quality.** Candidate will perform quality testing on new releases of AL Systems technology solutions.
- **Ensure Client Satisfaction.** Candidate measures personal success through client satisfaction.

Qualifications:

- **Experienced.** Candidate has strong knowledge of computer and peripheral assembly / configuration / installation / troubleshooting, and a basic understanding of the Unix command line interface and SQL commands.
 - Minimum of 1-2 years of experience in a technical customer support capacity;
 - Ability to read/understand and develop technical documentation;
 - Material Handling (e.g. conveyors) and Warehouse Control Systems experience a plus;
 - Knowledge of electromechanical assembly and installation (including PLC's, power supplies, scales, scanners, label applicators, printers and control systems) a plus.
- **Analytical.** Tenacious problem-solver, strong judgment, quick learner.
- **Highly Organized.** Sets & meets goals. Candidate has excellent time-management skills, including the ability to prioritize and successfully manage multiple/ simultaneous issues.
- **Communication Skills.** Candidate has excellent written and verbal communication skills.
- **Educated.** Certification or A.S. in Electronics, Computers and/or Engineering.
- **Flexible.** Ability to travel up to 20% of the time, including weekends if necessary.

Cultural Requirements:

- **Positive, Upbeat & Patient.** Individual enjoys communicating and cares sincerely for others. Derives satisfaction from helping others resolve problems.
- **Humility & Caring.** Must place people and customers in the highest regard.
- **Greatness.** Must demand and strive for excellence at all times.
- **Team Player.** Ability to work both independently and as part of a team. Wants company & co-workers to succeed as well as self. Enjoys developing friendships with colleagues.
- **Honorable.** Must embody the highest degree of integrity and professionalism at all times.

Contact: Apply via mail or fax to: 385 Franklin Ave., Ste C, Rockaway, NJ 07866
Fax: 973-586-8865 • Attn: Operations Department
www.alsystems.com



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