

Job Title

Technical Support Engineer

FLSA Status: Exempt

Reports to: Sr. Product Engineer

Department: Engineering

Job Description:

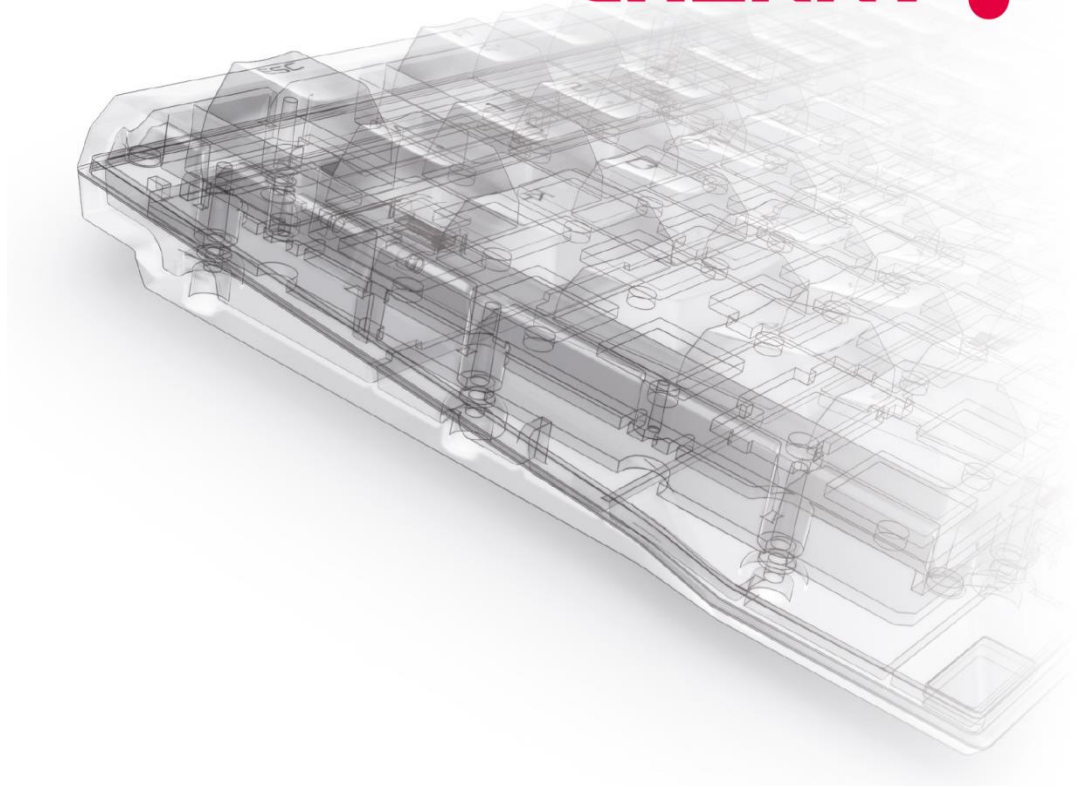
The Technical Support Engineer is responsible for supporting all Engineering and Marketing technical activities, from developing and testing prototypes for new products to working with customers to solve technical issues with existing products. Other activities will include assisting with Engineering documentations, change management, and supporting manufacturing for new and existing products.

Responsibilities:

- Work with design engineering to procure parts, build, and test prototypes of new products
- Be able to recommend and implement changes to products under development including software, electronic hardware, and mechanical designs
- Work with Engineering and customers to troubleshoot and resolve issues with existing products
- Document issues and collaborate with Engineering (if needed) to provide solutions
- Create or modify engineering documentation for component parts and products, such as BOM markups, CAD drawings, component drawings, and related items
- Handle change requests for existing or new products
- Work with manufacturing to assure correct implementation of the changes
- Assist Technical Support with customer inquiries regarding Cherry products
- Perform other duties as assigned

Required Skills and Experience:

- Bachelor's Degree in a related engineering field
- 5+ years of technical experience with Information Technology products such as keyboards and mice along with the software associated with them (i.e. drivers)
- Strong technical background with excellent problem solving and multi-tasking skills
- Excellent communication skills with the ability to explain complex technical instructions so they can be understood by customers with limited technical knowledge
- Strong background in Windows and Linux operating systems
- Strong background in a variety of Information Technology products and their implementation and use with Windows and Linux operating systems



Preferred Skills and Experience:

- Software programming a plus
- Electronic hardware design a plus
- Mechanical design a plus
- German and/or Spanish language skill

Physical Demands:

- Frequently required to stand, walk, sit
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk/hear, utilize visual acuity to operate equipment, read technical information, and use a keyboard
- Occasionally required to lift/push/carry up to 25 pounds

Work Environment:

While performing the duties of the job, the associate is exposed to an office atmosphere with the flexibility to travel.