

## Precision Farming Customer Support Engineer

December 14th, 2017

Location: Springfield, IL

### Job Summary

TeeJet Technologies is looking for a Precision Farming Customer Support Engineer to assist the Sales & Marketing team in technical support of modern machine guidance and application control systems for the agricultural industry. This is a technical support role focused primarily on supporting regional sales managers. As a member of a fast-paced, creative, motivated, and talented team, you will help implement new products that are used by our customers to achieve high-precision product application around the world.

### Description

In this role, you will work as an integral part of a team dedicated to using cutting-edge technology to improve efficiency and reduce costs in modern farming applications. You will help to position systems with customers to more accurately apply crop protection products in the field while utilizing GNSS based guidance and Auto-steer systems to accurately guide the application of those products, and more efficiently use agricultural vehicles.

### Responsibilities

- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements. Provides product, service, or equipment technical and engineering information by answering questions and requests.
- Assists in establishing new accounts and services accounts by identifying potential customers
- Prepares cost estimates by studying blueprints, plans, and related customer documents; consulting with engineers and other technical personnel.
- Gains customer acceptance by explaining or demonstrating equipment.
- Submits orders by conferring with technical support staff; costing engineering changes.
- Develops customer's staff by providing technical information and training.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to sales engineering effectiveness by identifying short-term and long-range issues that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of action; implementing directives.
- Contributes to team effort by accomplishing related results as needed.
- Work closely with other team members to collaboratively build successful products

- Ability to travel over night and be dispatched to locations in North America. Weekday travel over night estimated at 50%-70%. Weekend travel over night 10%.
- Office based out of Springfield, IL

### **Minimum Qualifications**

- Bachelor's Degree in a related field including but not limited to Ag Engineering/Ag Technology/Electronics, or equivalent industry experience
- Prior experience with, or willingness to be trained in, the operation of field-scale agricultural equipment including tractors and self-propelled product application equipment
- Strong problem solving skills, adaptable, proactive, self-motivated, and willing to take ownership
- Experienced in the use of Microsoft Excel, Word, & Outlook

### **Preferred Skills & Qualifications**

- Problem Solving
- Presentation Skills
- General Programming Skills
- Technical Understanding
- Verbal Communication
- Selling to Customer Needs
- Awareness of GNSS technology, standards, and protocols
- Awareness and experience with ISOBUS

To apply, please e-mail your resume to: [careers@teejet.com](mailto:careers@teejet.com)

TeeJet Technologies is a subsidiary of Spraying Systems Co. and is a leading manufacturer of precision application spray nozzles and accessories, control systems technology and application data management.