Field Support Specialist
2299
Conyers - Remote-LL010
Field Support Spec - Intermedi-VS5033

JOB DESCRIPTION

**Job Summary:**
The Field Support Specialist provides multi-brand on-site technical support for all Acuity Brands products to end users, contractors, engineers, field technicians, and others. This individual provides total system-level troubleshooting, installation, maintenance and service repair needs on Acuity Brands lighting control equipment. Support includes, but is not limited to, on-site programming of new startups, reprogramming existing systems, updating schedules, troubleshooting and repairing malfunctioning systems. When not in the field, the Field Support Specialist provides remote technical support via phone, fax and email to internal and external customers. Travel as business requires up to 80%.

**Key Tasks & Responsibilities:**
- Multi-brand On-site Technical Support: Perform on-site programming of Acuity Brands Controls lighting control/digital lighting systems, troubleshooting and repairing malfunctioning systems, provide system training to end user.
- REMOTE Technical Support: Programming Lighting Control systems, troubleshooting, installation support, commissioning lighting control systems.
- Offer phone support for all controls products to both internal and external customers.
- Keep up to date on administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner.
- Maintain daily communications with customers to ensure resolution and proper follow-up, leading to customer satisfaction.
- Utilize the escalation process to resolve customer service delivery issues and conducting root cause analysis that will lead to effective problem solving.
- Interface with electrical contractors, users, other integrators (ex. BACnet, building management systems).
- Assist other Field Technicians on basic to intermediate troubleshooting and technical fixes
May take on additional responsibilities as needed.

REQUIREMENTS
**Requirements:**
- Technical or Associates Degree in relevant field
- 2 to 3 years of experience

REQUISITION NUMBER
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