

Product Support Technician

Reports To: Customer Support Manager

Manager Once Removed: COO

Purpose: This entry-level position provides hands-on mechanical, technical, and administrative support to the Customer Support Group while developing technical expertise through guided work with Product Support Specialists. The role also supports departmental workflows and may assist with field service visits to help deliver a world-class customer experience across all Mack Boring product lines.

Excellence in Role Requires Ownership and Accomplishment of the following:

Technical & Mechanical Responsibilities

- Perform hands-on mechanical work on diesel engines, generators, transmissions, clutches, back-ends, electrical, fuel, and cooling systems.
- Assist with teardown, rebuilds, diagnostics, testing, and component preparation under PSS guidance.
- Support failure analysis through inspections, teardown prep, and documentation.
- Assist with dyno testing, installation mock-ups, repower prep, and prototype rigging.
- Maintain shop areas, tools, testing equipment, and consumables to ensure safety and readiness.
- Support technical projects including R&D, new product evaluations, and mechanical staging.
- Manage and review service cases using organizational CRM tools.
- Schedule and prioritize work to ensure timely technical support responses that meet customer needs.
- Support in-house warehouse and Engineering Production teams as needed.
- Visit OEMs and Dealers as needed to support product performance, service quality, and customer satisfaction.
- Participate in ongoing learning related to products, technical solutions, and supplier warranty procedures; provide training support as needed.
- Disassemble and overhaul diesel engines, pumps, generators, transmissions, clutches, and back-ends as needed to support Service operations.

Support of Product Support Specialists (PSS)

- Perform mechanical and technical tasks assigned by PSS based on project and customer priorities.
- Support preparation and follow-up for field work, commissioning, and diagnostics.
- Assist with installation reviews, documentation, and technical checklists under supervision.

Customer Support Administrative Functions (Back Up)

- Provide first-level response and triage for low-priority support requests.
- Review customer accounts, verify case details, and escalate unresolved issues appropriately.
- Support case routing, RMAs, order entry, parts lookups, and documentation.
- Assist with correspondence, memos, meeting materials, charts, and workflow updates.
- Maintain departmental organization, shared documentation, and procedures.

- Communicate effectively with other departments to support customer experience and product flow.

Field Support (Occasional)

- Accompany PSS on field visits for training, observation, and technical assistance.
- Perform hands-on field tasks under supervision.
- Assist with documentation, follow-up, and post-visit reporting.

Education, Skills and Work Experience:

- Minimum 5-7 years advanced knowledge and experience in a marine and industrial diesel production work environment; engineering knowledge a plus.
- Proven excellence in customer service and decision-making.
- Proficiency with computers, email, internet and Microsoft Office programs.
- Some mechanical experience required — automotive, diesel, industrial, small engine, or marine preferred.
- Strong mechanical aptitude with desire to grow into advanced technical support roles.
- Basic understanding of electrical testing and mechanical systems.
- Proven problem-solving ability and willingness to learn.
- Proficiency with computers, email, internet, CRM tools, and Microsoft Office programs.
- Strong organizational skills with ability to handle multiple tasks in a fast-paced environment.
- Excellent communication skills; oral, written, and interpersonal.

Behavioral Guidelines:

- Being coachable
- Ability to self-generate solutions to challenges
- Excellent communicator: with regular frequency, to customers so that no one is left guessing regarding status.
- Representing the Customer Support Team with excellence, integrity and professionalism in all encounters with internal and external customers.
- Motivated and mature professional; a self-manager who takes charge and gets things done and is able to handle conflict and difficult emotional situations in a professional manner.
- Possesses high energy level, with strong follow up on commitments and exercises an appropriate sense of urgency.
- Commitment to accuracy in work and strong attention to detail
- Responsible – is able to work with minimum supervision; fulfill commitments and be held accountable for actions and outcomes
- Will do, positive attitude - strong service orientation -actively seeks ways to help people.
- Demonstrate a commitment and drive to learn new skills and an openness to seek areas that will benefit personal and professional development.
- Effective learner - understands the implications of new information for both current and future problem-solving and decision-making.
- Has good reasoning abilities and exercises sound judgment to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- Able to juggle multiple responsibilities - can manage stress by identifying sources of stress and developing effective coping behaviors.
- Adheres and is an example of corporate values of integrity, excellence, respectfulness, positivity and perseverance.
- Accountable to fulfilling our Customer Promises.

Specific Job Requirements:

- Must have ability to take detailed measurements with devices not limited to: calipers, micrometers, dial indicators, digital multi-meter, pressure and temperature gauges, etc.
- Must have and maintain own supply of tools to adequately perform job duties.
- Must have and maintain a valid driver's license.
- Indoor shop/production floor and outdoor on-site conditions.
- Must be able to stand, walk and sit and occasionally required to climb or balance and lift and/or move up to 50 pounds.
- Occasionally exposed to wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, and outside weather conditions. Must use appropriate personal protective equipment.
- The noise level in the work environment is usually moderate to occasionally loud.
- Operation of company vehicles will be required.
- 30% travel with some overnight required.