

PRODUCT SUPPORT

INTERNSHIP OVERVIEW



The Product Support Intern is responsible for delivering exceptional customer experience by providing technical support to dealers and end-users of the Precision Planting product line. You will collaborate with R&D with products, as well as assist in dealer training, trade shows and creating Precision Planting publications.

Responsibilities:

- Field calls from growers and dealers on technical support questions during office hours as well as an after-hours rotation. These calls will include support requests for such things as installation, in-field operation, and in-field breakdowns
- Respond to inquiries and call-back requests placed on the on-line ticket system during office hours as well as during the after-hours rotation
- Make on-site service calls when an issue has progressed past the abilities of the local dealer and remote support is no longer an acceptable option
- Communicate issues and future needs to the R&D team for current and future products
- In collaboration with R&D, being actively involved with the go-to-market process for some of our new products to ensure a successful product launch
- Create and deliver projects focused on customer experience, process improvement, and training effectiveness
- Generate and edit content for technical publications including operator and installation manuals, technical and service bulletins, knowledge base articles, and product instructions.
- Lead breakout sessions of both introductory and advanced level dealer training.
- Lead breakout sessions during Precision Planting conferences
- Set-up, tear-down and staffing of show booths at various regional and national trade shows
- Rebuild and maintain planters used for trade shows, testing, training, etc. This includes the installation of all products
- Assist and occasionally present at Planter Technology Institution events
- Compile, analyze and report on test plot and field data to assist in the marketing and research of products

Required Skills/Experience:

- Ability to work effectively in a collaborative team environment
- Effective communicator (both written and verbal)
- Basic mechanical skills and knowledge

Desired Skills/Experience:

- Experience in presenting to groups
- Willingness to develop and grow
- Creative problem solving to overcome obstacles
- Professional approach and interpersonal skills
- Experience in a customer support role

Apply Here



**Precision
Planting®**