

**Job Title:** Technical Support Representative

**Location:** Malden, MA

DCNE is currently seeking a full-time Technical Support Representative to join the team at the Malden, MA location, Monday – Friday.

### **Summary**

The Technical Support Representative is primarily responsible for providing HVAC technical support to DCNE's contracting customers over the phone and in the field. The position focuses on assisting technicians in understanding the equipment, accessories, controls and replacement parts we provide them, so they can properly install, startup, service, and maintain these systems for the homes and business they are in.

### **Qualifications**

- Minimum 5 years HVAC service experience
- Excellent follow-up and communication skills