

**Title:** VRF Technical Support Specialist

**Opportunity Description:**

DCNE is seeking a talented Variable Refrigerant Flow (VRF) Technical Support Specialist with the ability to troubleshoot product operational issues and conduct VRF startups and system commissioning. The right individual will be technically sound, customer-focused, as well as comfortable training others. This is a great opportunity to work for successful distributor of HVAC products who has been representing prestigious HVAC products and providing engineering expertise to the New England HVAC industry for over +50 years. This position will play a critical role within DCNE's VRF & Ductless Department which is the fastest growing product segment in the market. As a part of the DCNE family, you will enjoy working at a place that offers an excellent compensation and benefits package, as well as a company culture that is unrivaled by its competitors.

**Responsibilities Include but Not Limited to:**

- Provide technical support via telephone and/or email to number of DCNE customers, including engineers and contractors to assist them in solving complex technical issues associated with VRF HVAC equipment.
- Investigate and resolve customer concerns, by advising and facilitating corrective action, utilizing monitoring software, and providing in-field technical support assistance when issues cannot be resolved via phone.
- Work cooperatively with factory technical teams to provide technical support to customers.
- Assist departmental management with problematic or complex claim resolution.
- Provide Support for field personnel, such as Sales Engineers, Territory Managers, and Inside Sales Personnel.
- Read and understand wiring schematics and refrigerant circuit diagrams and convey information with customers.
- Occasional travel throughout Eastern New England territory (RI, MA, NH, ME).
- Develop a VRF/DLS technical training curriculum and lead various training sessions for dealers and contractor design to provided VRF/DLS application, installation, service and troubleshooting expertise.
- Provide on-site customer VRF product support as determined by Department Manager

**Qualifications:**

- High School graduate or equivalent required.
- Technical college preferred.
- 5+ years of relevant field experience.
- Basic knowledge of Microsoft Office programs and Outlook.
- Strong customer orientation and interpersonal skills.
- Understanding and adherence to all work safety policies and procedures including OSHA and any local authorities governing requirements.
- Ability to understand and reason in-depth concepts and principles such as AC/DC theory, inductance, and digital communications.