

Application Development & Technical Services Specialist

Polytek® Development Corp. is a leading manufacturer of mold making and casting materials. Polytek® is currently looking for a highly motivated, experienced, and extremely organized individual to join our rapidly expanding company.

Essential Job Functions:

Major tasks and other key responsibilities include:

- Execute the multi-tiered strategy for our technical support function.
- Execute the technical support function that enhances Polytek's position in the market.
- Elevate our technical support function in the eyes of the customer and the industry.
- Follow & use tools and processes for handling technical support requirements.
- Engage with customers to resolve technical issues.
- Develop and/or acquire data to support customers, R&D, Sales and other key stakeholders.
- Participate in appropriate industry groups as required.
- Participate collaboratively with other Polytek associates as required.
- Maintain a professional appearance and demeanor at all times.
- Primary tier of technical support.
- Partner with Sales to drive closure on key opportunities.
- Travel with sales to provide product recommendation and tech support when required.
- Performs other duties as assigned.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to sit at a desk for prolonged periods of time and work on a computer.
- Must be able to work in an office environment.
- Must be able to talk, hear and see with vision abilities including close/near, distance, color and peripheral vision, depth perception and ability to adjust focus.
- Must wear required Personal Protective Equipment (PPE) when entering manufacturing areas.
- Travel may include up to 5%.

Education and Experience:

- Must be able to understand, speak, write and read English.
- Bachelor's Degree in B.S. or B.A. preferred.
- 1-3 years of experience in Technical Marketing preferred.
- Must be proficient in Microsoft Office Suite.
- Must have the ability to work independently in a fast-paced environment.
- Strong verbal and written communication, organizational, attention to detail, analytical, problem-solving and time management skills.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.