



TECHNICAL SUPPORT SPECIALIST JOB DESCRIPTION

DEPARTMENT – Technical Service

SUMMARY DESCRIPTION – The Technical Support Specialist provides frontline technical support to distributors, dealers, and end users of Walker equipment. This role is responsible for responding to service inquiries via phone, email, and the internal ticketing system, ensuring accurate, timely, and professional communication. The position also supports warranty claim processing, contributes to training events, and assists with data analysis to improve product support and customer experience.

DUTIES AND RESPONSIBILITIES (may include but are not limited to):

Customer and Dealer Support

- Address and respond to inbound support tickets from distributor/dealer and customer network, troubleshooting technical issues and documenting solutions in our HappyFox system.
- Work closely with the Technical Service team to provide accurate and consistent support.

Warranty Support

- Help process warranty claims by reviewing submissions, verifying information, and communicating next steps.
- Support warranty trend tracking.
- Provide clear and professional communication to dealers and distributors regarding warranty policy and procedures.

Training & Service Resources

- Support preparation and execution of service training events at Walker and at distributor locations.
- Assist with developing and updating service information, documentation, and training materials.
- Provide feedback from the field to help improve service resources and training content.

Data & Reporting

- Assist with gathering and organizing service data to help identify recurring issues and support product improvement.
- Provide basic reporting and analysis for the Technical Service team as needed.

MINIMUM JOB REQUIREMENTS:

- Mechanical aptitude with the ability to understand and communicate technical concepts.
- Experience in customer or technical support, preferably in equipment, small engines, or related fields.
- Strong communication skills—both written and verbal.
- Ability to manage multiple tasks and maintain accuracy and professionalism.
- Basic experience with Excel, Sheets, or similar tools for simple data analysis.

Personal Attributes

- Customer-focused and service-minded.
- Detail-oriented with strong follow-through.
- Team-oriented, willing to support others in the department.
- Dependable, organized, and able to work with minimal supervision.

PHYSICAL REQUIREMENTS:

- This position requires frequent medium duty work with occasional heavier duty work (lifting 50-75 lbs.) as circumstances warrant. This position requires frequent standing, sitting, walking, lifting, carrying, grasping and pushing.

POSITION REQUIRES PRE-EMPLOYMENT PHYSICAL, DRUG TESTING AND CRIMINAL BACKGROUND SCREENING

Contact information: send resume and/or application to:

Walker Manufacturing Company
Human Resources
5925 E. Harmony Road
Fort Collins, CO 80528

Or email to: HR@walker.com

** This is a summary job description and is not intended to be comprehensive **