

CRANE PAYMENT SOLUTIONS JOB DESCRIPTION

JOB TITLE: Technical Support Representative, Crane Payment Solutions

LOCATION: Salem, NH

CRANE CO. BACKGROUND

Crane Co. is a diversified manufacturer of highly engineered industrial products. Founded in 1855, Crane provides products and solutions to customers in the aerospace, electronics, hydrocarbon processing, petrochemical, chemical, power generation, automated merchandising, transportation and other markets. The Company has five business segments: Aerospace & Electronics, Fluid Handling, Engineered Materials, Merchandising Systems and Controls. Crane has approximately 11,000 employees in North America, South America, Europe, Asia and Australia. Crane Co. is traded on the New York Stock Exchange (NYSE:CR).

CRANE PAYMENT SOLUTIONS SUMMARY

Crane Payment Solutions is a business group within the Crane Merchandising Systems division under Crane Co. Crane Payment Solutions delivers a full suite of automated money handling systems, including bill and coin validators, bill and coin recyclers, and coin dispensing equipment aimed at the gaming, amusement, retail, self-service, transportation and vending markets. Crane Payment Solutions now offers the widest range of components for integrated payment systems available today. Crane Payment Solutions is a global business with engineering and manufacturing sites in Toronto, Canada, Salem, NH, US, Buxtehude, Germany, and Manchester, England. Additional engineering site is located in Kiev, Ukraine. The business has customers in all geographic regions with sales generated primarily through a global direct sales force.

POSITION SUMMARY

This position reports directly to Customer Service Manager and is responsible for all customer requests for unit repair, installation and trouble shooting. The candidate will be responsible for diagnoses and repair of warranty, non-warranty and production equipment and providing remote support via phone/email.

JOB RESPONSIBILITIES

- Diagnose and repair equipment
- Provide phone support
- Technical support for sales team
- Corrective Action Team member
- Generate new part numbers per customer requests
- Ability to repair circuit boards at the component level
- Ability to read schematics
- Basic Microsoft software tools and operating system knowledge
- Basic understanding of Serial Data and USB Communication
- Knowledge of Visual Basic helpful but not required
- Develop service training tools
- Simple programming of software

JOB REQUIREMENTS

- Desired: Associates Degree in Electronics or minimum of 1-3 years experience in electronics or other experience related to board level repair and a customer service.
- Sound electronic trouble shooting ability with excellent verbal and written communication skills;

CRANE PAYMENT SOLUTIONS
JOB DESCRIPTION

- Demonstrated ability to work and communicate effectively in teams within a dynamic environment;
- Ability to successfully handle multiple, high priority issues simultaneously;
- Strong decision-making ability and creative problem solving skills;
- must have a customer-oriented focus with a creative, aggressive and winning attitude and
- Knowledge of Customer Service practices.
- Proficient using Microsoft Office Suite.
- Capable of generating Bills of Material and updating databases