



Turn to the Experts.



Technical Support Specialist

RJ Murray seeks a highly motivated and skilled Technical Support Specialist to join our growing team. The Technical Support Specialist is responsible for handling troubleshooting calls from the field primarily for Carrier equipment with a focus on ductless systems, however a familiarity our willingness to learn all HVAC Systems a plus. This is a fast-paced critical position helping our customers diagnosis and repair systems. The Technical Support Specialist will work closely with Carrier Factory personnel to process warranty claims, attend trainings and keep up to date with all Carrier equipment. Providing technical expertise, training, sales support, and customer service are all critical to the role.

Responsibilities included, but not limited to:

- Technical support to dealers and contractors via phone, email and site visits
- Assist and/or perform start-ups
- Back up the Service Manager and the Controls Specialist
- Attending training classes (on site and off site)
- Design and conduct technical product training class(es) on a regular basis (week nights)

Qualifications:

- Genuine person that can build relationships
- Never give up attitude
- **5-20 years experience** in the Residential and Commercial HVAC industry with electronics experience helpful.
- Technical support and Field Service experience required.
- Computer skills a must
- Candidate should be career oriented, and will have the opportunity to advance to Service Manager or Controls Specialist.

Compensation: \$60,000-\$75,000 based on experience

Candidates must be self-starter, proficient with computers, work well under pressure, have good organizational skills, the ability to manage varied tasks simultaneously and work well with associates. Candidate should be able to put out high quality work in a fast-paced environment and be career oriented. Qualified candidate will be eligible for advancement.

Carrier Corporation is the world's recognized leader in the HVAC industry and the **R.J. Murray Company, Inc.** is the oldest wholesale distributor of Carrier products, in business since 1933. We represent over 100 manufacturers of HVAC equipment, parts and supplies. Our customer base includes: Dealers, Mechanical Contractors, Industrials, Property Managers, Military, Local, State and Federal Government as well as exporting. Our main distribution facility is centrally located in Latham, N.Y. near the Albany Airport. We offer an excellent work environment, professional staff, and are leaders in our industry.

R. J. Murray Co. is an equal opportunity employer and offers the following fringe benefits:

- *Health insurance
- *Competitive salary
- *Paid holidays

- *401k plan with employer contributions
- *Life insurance
- *Paid vacation
- *Paid sick and personal time off
- *Employee discounts available

R.J. Murray Co., Inc., 7 Northway Lane, Latham, NY 12110, Phone 518-690-4455, Fax 690-4990 www.rjmurray.com

Please send your MS Word formatted resume and **salary requirements** to: personnel@rjmurray.com