

Career Opportunity

Job Title: Technical Services Specialist

Location: Blue Ash, OH (northern suburb of Cincinnati)

Background: A Blue Ash based chemical manufacturer seeks an individual to work in the Technical Services Department with a focus on water treatment product and application support. This role will also collaborate with the APTech Group sales and operations teams to support its sales efforts and its customers. APTech Group's core products are provided to service companies that provide sales and services to operators and owners of cooling towers, boilers and other water systems.

APTech Group is a dynamic, growing business located in the northern suburbs of Cincinnati. Its products and technologies are sold and distributed worldwide to more than 150 different companies.

Key accountabilities of the role:

1. Provide prompt and excellent technical guidance and support on products and their applications to ensure a continued positive experience with APTech Group and its products and technologies.
2. Develop, maintain and manage all technical documentation that supports proper product application to ensure distributors are well informed.
3. Lead industry engagement initiatives through a variety of mediums to demonstrate APTech Group industry-leading technical expertise.
4. Identify opportunities for continuous improvement of APTech Group products and applications through feedback from customers to remain industry leaders.

Other responsibilities include:

- Provide technical support and leadership for APTech Group customers and internal team.
- Recognize, diagnose and troubleshoot concerns or problems related to the application of water treatment programs for steam boilers, cooling towers, and other water systems.
- Recommend integrated chemical, equipment, and service solutions in support of the application of APTech Group's products and technologies.
- Train and support employees and customers.
- Provide subject matter expertise for the development of training and support materials including presentations, published articles, and programs.
- Work with technical, marketing, and sales teams to support new technologies and programs.
- Participate in special projects as requested by management.

Requirements:

- Bachelor's degree in Engineering, Chemistry, or other technical fields is preferred
- Minimum of 3 years of water treatment experience; more than 10 years would be preferred
- Must be able to recognize, diagnose and solve common engineering, chemical and mechanical problems related to providing water treatment for steam boilers, cooling towers, and other water systems
- Broad experience across a range of water treatment markets a plus
- Good communication skills (both written and verbal) with experience working on teams from multiple locations.
- Location in or relocation to Cincinnati, OH
- Proficient in Microsoft Office (Word, Excel and Outlook)