

Technical Project Coordinator

Job Description: Standard Finishing Systems is looking for an experienced technically oriented individual to oversee and coordinate technical and administrative details relative to pre/post installations and implementation of our products by the customer. The primary role is for the coordination and tracking of installation projects, and serve as technical liaison between the sales and technical team leading up to and through these planned events. Individual must be familiar with the corporation's technical and business procedures and relies on extensive experience and judgment to plan, communicate, and accomplish the corporation's goals.

Reports to: Director, Technical Services

Responsibilities:

- Coordinate assigned internal and external personnel on all installation aspects prior to, during, and after an installation
- Coordinate installation start and completion dates with National Technical Services Manager, Product Business Managers, Customer/Printer Vendor and provide written daily update of project status during all on-site activity
- Coordinate Site Prep: Review (NICE Document), Power Requirements, Forklift, Hand-jack electric or manual with customer/print vendor
- Review and update documentation prior to an install: Sales Information: Customer Proposal, Customer Profile, Equipment Checklist and Customer Sign-off Service Report
- Work with Technical Product Manager and Solutions Architect on specification and installation requirements to ensure correct equipment is proposed and delivered.
- Identify all application, integration, or modification requirements to insure successful internal transition and completion at the customer site.
- Determine the training needs of the customer and printer vendor prior to the installation and plan accordingly.
- Establish with Sales Support the necessary equipment (serial number) assigned to specific customer account.
- Schedule weekly meeting with National Technical Services Manager, Executive branch and Sales Support Team to review installations projects, quality and engineering issues, improvements in Standard's guidelines, staffing requirements, etc.
- Determine the needs of the customers training requirements prior to an installation scheduling and start
- Track installation progress, record and coordinate resolution to any known issues through Technical Product Manager
- Track Service Trip Database: Accuracy of information entered via service techs: Account information, sign-off documents, attachments, software files, order information, issues, etc.
- Other duties as assigned

Requirements:

- Excellent written and verbal communication and presentation skills.
- Excellent team and interpersonal skills.
- Demonstrated ability to read electrical, mechanical, equipment configuration drawings.
- Excellent analytical, facilitative and organizational skills
- Ability to achieve, deliver, and maintain a high level of customer satisfaction.
- Minimum 5 years' experience supporting equipment in a technical environment.
- Knowledge and experience in multi-tasking and supporting detailed projects.
- Experience in Microsoft Office suite and Salesforce.com