



Technical Support

Technical Support Job Description

Drew Technologies is looking for knowledgeable and motivated **Technical Support** technicians to join our expanding team. Do you like working with computers? Do you like solving issues that are outside of the box? Do you enjoy fixing cars? If you are nodding your head as you read this, then you may be a good fit for our team!

Reasons To Work With Us

- Growing leader in the automotive diagnostics and inspection market
- Competitive salary and benefits for the selected candidates

Your Primary Responsibilities

- Phone and E-mail based support for our customers using our hardware with OEM diagnostic and reflashing software
- Write technical training documentation
- Work with the OEMs to provide the best support to all of our customers

Requirements

- Windows XP/7/8 familiarity
- Microsoft Office
- 2+ years of automotive repair experience
- Strong communication skills
- High School diploma or GED

Additional Desired Requirements (must possess one or more)

- 2+ years of GM dealer-level diagnostic and reflashing experience
- HD truck diagnostic and service experience
- Software/Hardware testing and validation experience
- ASE Certification(s)
- A+ Certification or other PC support certification

We offer

- 401k Plan with employer match
- Company profit sharing
- Insurance plans for Medical, Vision and Dental
- Paid Holiday leave, vacation, and personal time

About Drew Technologies

Drew Technologies is a division of **Opus Group**, a publicly-held Swedish corporation. We are a global provider of aftermarket reprogramming and diagnostics tools to repair shops, engineering tools to automakers, and electronics products to performance enthusiasts.