

Job Description

Position: National Director of HVAC Field Services

Reporting to: Dave Smargon, COO

General Purpose

AIRSYS North America has exclusive rights to distribute the AIRSYS line of HVAC systems for ICT cooling applications in North America. This position will be the primary liaison for our growing list of HVAC service contractor partners throughout North America. This individual will be responsible for supporting the already established equipment shelter product line and play a critical support role in capturing business for the ICT cooling products for small and medium equipment rooms (switch rooms, server rooms, datacenters, etc.) being introduced in 2016.

Job Responsibilities:

HVAC Service contractor partners

- Oversee the process for onboarding new HVAC service contractors to become partners
- Engage and train Service contractor personnel so that they can become AASTs, (AIRSYS Authorized Service Technicians)
- Get all HVAC contractors and their technicians responsible for PM & repair registered with Tempest
- Handling installation support for subcontractors as needed either in market or via phone call
- Handling warranty repair support via phone calls or in rare cases field visits
- Tracking and reporting on repair trends for quality assurance and future product improvement
- Processing warranty repair claims for re-imburement and billing AIRSYS for such claims
- Generate and distribute service bulletins communicating critical product change notifications in a timely manner
- Collect and maintain records of installations via AIRSYS S/N and customer site info
- Responding to customer requests for turnkey installation services of HVAC equipment
- Develop improving relationships with contractors who will be both vendor and customer to Tempest
- Support product trial activity as Project Lead from planning to completion including data collection and reporting

Small and mid-size equipment room HVAC Support

- Product Introduction
 - Establish and manage new product field trials with “friendly” customers to ensure timely and accurate feedback on product that can be rapidly incorporated into next production design iteration.
 - Support the generation of all product collateral for both sales & support (cut sheets, manuals, bulletins, etc.)
- Product Support
 - Ensure product collateral is both clear and complete to the satisfaction of the HAC service community.
 - Develop course material and deliver that material in order to train customers/contractors on proper installation and maintenance.
 - Keep accurate records of trained personnel

Job Requirements

- ✓ Ability to travel as needed
- ✓ Reporting to Santa Barbara Office location
- ✓ Extensive outreach via phone and email
- ✓ May require non-standard “on-call” hours
- ✓ MSOFFICE work in Excel, Word and Power Point

Minimum Qualifications:

- ✓ Four year College degree
- ✓ A minimum of 5 years hands on Field experience with HVAC systems in an installation and or repair capacity
- ✓ Experience with HVAC systems in the Telecommunications application a plus
- ✓ Solid email communication etiquette
- ✓ Good technical writing skills
- ✓ Strength of personality and character to lead on-line meetings/training sessions in a webinar format