

**POSITION:** Technical Support Representative – Satellite Telemetry

**POSITION SUMMARY:**

The technical Support Representative will provide a high level of customer support to our Argos and Iridium clients by addressing inquiries and resolving issues.

**DUTIES AND RESPONSIBILITIES:**

- Provide quality customer support to our customers and other stakeholders.
- Provide technical troubleshooting support to customers and manufacturers, including data analysis.
- Process Argos System Use Agreements (SUA), service contracts, and technical files.
- Create and maintain customer contacts, accounts, and Argos programs.
- Create and manage Argos ID numbers.
- Send current or archived data to customers or manufacturers.
- Global Telecommunication System (GTS) support.
- Document and maintain User Services Team procedures.
- Customer Support of Iridium satellite system for environmental applications within the company to include activating and deactivating accounts per client requests.
- Create and maintain customer contacts and accounts for Iridium clients with environmental applications.
- Forward sales leads to the Business Development Managers.
- Support Finance in invoicing process/usage reports, as well as customer invoicing questions.

**SUPERVISORY RESPONSIBILITIES:** None

**KNOWLEDGE, SKILLS, AND/OR ABILITIES REQUIRED:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, absent undue hardship.

- High School Diploma required.
- Degree in Computer Science or related field preferred.
- At least three years of experience in customer technical support.
- Excellent communication skills including active listening.
- Service-oriented and able to resolve customer grievances.
- Proficient computer skills with the ability to learn new software.
- Proficient in Microsoft Office Suite or related software.
- Teaching ability to ensure customers get the help they need.

**PHYSICAL REQUIREMENTS:**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at a time

Individuals who succeed at Woods Hole Group are pleasant, hard-working, self-starters who share our passion for innovation and commitment to high quality work. Further information about the company:

[www.woodsholegroup.com](http://www.woodsholegroup.com)



If this opportunity matches your experience and career visions,  
please send resume outlining education, work experience and salary history to:

**The Woods Hole Group, Inc.**  
**107 Waterhouse Drive**  
**Bourne, MA 02532**

E-mail:

[techsupportrep@whgrp.com](mailto:techsupportrep@whgrp.com)

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