OFFICE OF STUDENT FINANCIAL AID
UNIVERSITY of WASHINGTON
Division of Student Life

Work Study Job Description

Job Title	Product Support Administrator
Organization Name	Digital Control Incorporated
Address	19625 62nd Ave S Kent, Washington 98032
Pay Rate	$15 - $15
Employment Period	Academic Year
Hours Per Week	19 hrs/wk
Contact Supervisor	Kerry McDonald
Phone Number	2063547602
Email Address	KerryM@digital-control.com
Website	http://digitrak.com/
EIN	91-1227988

Nature of Organization
DCI was founded by longtime friends, colleagues, aeronautical engineers, and avid pilots John Mercer and Peter Hambling in 1990 to create the most advanced HDD locating and tracking system in the market.
Duties and Responsibilities
The product support administrator plays a pivotal role in ensuring the product support group continues to provide excellent customer service related to warranty registration, RMA support and loaner management. This includes processing paper warranty registrations that are mailed/faxed in. It also includes supporting the RMA process by following up on quote approvals and managing associated paperwork. In addition, this individual will be responsible for loaner management including tracking the distribution and collection of loaner equipment. In addition, the customer service administrator is responsible for providing office support to those in the field. This includes managing requests from the field for equipment & supplies.
Minimum Qualifications

Attention to detail Great follow through Excellent customer service skills / ability to delight internal and external customers Excellent communication skills (written and phone) Troubleshooting and problem solving aptitude Solid computer skills (Outlook, Power Point, SharePoint) / comfortable learning proprietary software Project coordination or project management experience preferred
Educational Benefits
project management, business administration
How to Apply
email: KerryM@digital-control.com

Job Number: 40DICO01 | State 40% | Open