



OPEN POSITION POSTING:

Position Title:	<i>Technical Support 3D Printing</i>
Location:	<i>Beachwood, Ohio</i>
Position Classification:	<i>Hourly, Full Time</i>

What we do:

We manufacture enterprise-grade 3D printers in Beachwood, OH. Our printers are world-renowned for their build quality, reliability, and precision. We sell to schools, print shops, and large & small companies.

What you'll do:

- Troubleshoot our customers' 3D printer problems (hardware & software) over the phone and via email
- Process warranty replacement parts
- Update online technical documentation & instruction guides
- Treat each customer like gold and be proud that you're making a difference

Who you are:

- You have great interpersonal skills. You have a friendly, supportive phone demeanor and can empathize with customers.
- You're great at explaining complex concepts in a simple & clear manner.
- You have an outstanding grasp of technology - you are a wiz with email, spreadsheets & documents. You are likely really good at troubleshooting computer hardware. You might even have an A+ or N+ certification.
- You have friendly written communication skills with exquisite spelling and grammar.
- You have used 3D printers or are excited to learn.

To Apply:

- Send your resume and cover letter to jobs@makergear.com
- Fill out the online survey here:

***** Online Survey *****

To be considered for this position, please fill out this online application:

https://docs.google.com/forms/d/e/1FAIpQLSfhoz9WAeFasB5Hg9D77m7ZTnnRWhGev5pk3XNfXXEoPhGC9Q/viewform?usp=sf_link

Non-Smoking/EOE