

PRODUCT SUPPORT

INTERNSHIP OVERVIEW

The Product Support Intern is responsible for delivering exceptional customer experience by providing technical support to dealers and end-users of the PTx product portfolio. You will collaborate with R&D on products and assist with dealer training, trade shows and creating product documentation.

Responsibilities:

- Provide technical support to growers and dealers through phone, ticketing systems, and on-site service calls when needed.
- Collaborate with R&D to communicate customer feedback, support product improvements, and assist with new product launches.
- Lead and support projects focused on customer experience, process improvements, and training effectiveness.
- Create and maintain technical documentation, including manuals, service bulletins, knowledge base articles, and product instructions.
- Assist with and deliver dealer, customer, and conference training sessions.
- Support trade shows, conferences, and events through booth setup, staffing, presentations, and equipment maintenance.

Required Skills/Experience:

- Ability to work effectively in a collaborative team environment
- Effective communicator (both written and verbal)
- Basic mechanical skills and knowledge

Desired Skills/Experience:

- Experience in presenting to groups
- Willingness to develop and grow
- Creative problem solving to overcome obstacles
- Professional approach and interpersonal skills
- Experience in a customer support role

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