



## Job Description

Employer	Smartbox Assistive Technology Inc
Job Title	AT Support Specialist
Location	Lower Burrell, Pennsylvania
Department Name	Operations
Reports To:	VP of Operations
Full/Part Time	Full Time (40 hours per week)

### About Smartbox

Smartbox creates technology that gives a voice and independence to people who are unable to use speech to communicate. Our products include a combination of specialist hardware, software and content that are used by people with disabilities across the world.

Our solutions are used all over the world by thousands of people in over 100 countries, speaking over 20 different languages. To achieve this, in addition to our own UK and US sales team, we support a trusted Partner Network who work with us to translate and distribute our products.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second office in Bristol, UK and another in Pennsylvania, US.

### The Job

The AT Support Specialist will be responsible for attending to all requests for information on using Smartbox products and managing the lending library of equipment. He/she will coordinate, configure, and ship all loan products.

### Primary Responsibilities

#### Support

- Provide all aspects of hardware and software support for users via phone, email, online chat, Facebook, and remote access
- Respond to customer questions regarding product information
- Provide product support to field sales representatives
- Liaise with management/development team to resolve users' issues
- Communicate product feedback and challenges to Research and Development
- Remain up to date with developments in Smartbox products to ensure a high level of support knowledge
- Attend external training and events when required
- Other duties as assigned

# Smartbox

## Loan Program Coordination

- Manage the loan rental program
- Arrange and organize loan delivery processes and schedules.
- Clean and decontaminate equipment as required
- Configure devices for distribution
- Pack and ship loan products
- Provide product support customers throughout the loan process

## Essential Skills

- Excellent interpersonal communication skills
- Excellent time management strategies, being able to quickly prioritize tasks
- Able to provide support for Windows issues
- Experience with Microsoft office
- Excellent written English skills
- Attention to detail
- Able to adapt to a fast-changing work environment as the US operation grows
- Patience
- Willingness to learn
- Ability to lift boxes weighing up to 40lbs
- Positive and pro-active attitude with a “can do” approach

## Useful Skills

The following would also be an advantage

- Knowledge of Assistive Technology
- Experience of disability
- A valid driving license

*You will also be asked to perform other duties on an ad-hoc basis*

*Full training will be provided as required*

## Rewards and Benefits

- Smartbox offers 22 days’ vacation and 11 public holidays, comprehensive medical insurance, 401K retirement and long-term sick
- Salary based on experience

**I have received, reviewed, and fully understand this job description. I am fully capable of performing each of the responsibilities listed above and meet all necessary qualifications.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_