

Dan Clarke

ITW Engine Repair | Director of Marketing

M: 203.427.1428

O: 440.914.3548



Technical Training & Support Specialist

- 6875 Parkland Blvd, Solon, OH 44139, USA
- Employees can work remotely
- Full-time
- FLSA Status: Exempt

Company Description

Permatex is a leading manufacturer, distributor and marketer of premium chemical products to the automotive maintenance and repair, home and hardware markets. Product categories include gasket makers, sealants, hand cleaners, threadlockers, adhesives, cleaners, repair kits, and lubricants under well-recognized brand names such as Permatex®, the Right Stuff®, Fast Orange®, Spray Nine®, Versachem®, and Devcon® home.

Job Description

The **Technical Training & Support Specialist** is the primary point of contact for professional auto mechanics and do-it-yourself customers of ITW Engine Repair's Permatex and Versachem branded products. He/She is also the in-house expert who designs and executes product trainings for customers, consumers, and sales teams. This role is critical to reinforcing the company's leadership position by developing and implementing product training materials and programs for our auto retail and distribution partners. This position, reporting to the Sr. Product & Innovation Manager, also assists in the testing of new products and requires hands-on mechanical and powertrain knowledge.

Responsibilities include but are not limited to the following:

- Prepares and reviews technical marketing documents/literature to support the Brand Marketing & Product Management teams
- Develops and catalogs training content
- Schedules, plans, and attends training events
- Maintains and expands the company's relationships with trade schools and automotive service education organizations

- Responds to automotive questions from internal and external customers, takes action & escalates issues according to company practices
- Documents & reports all product issues and complaints
- Works with R&D and product teams to field test products
- Is our go-to, in-house expert for all things automotive
- Provides technical support to automotive mechanics, enthusiasts, countermen & distributors to advise on proper material selection for specific applications

Qualifications

Basic Qualifications:

- 1-3 years in a Technical Services, Customer Service or Product Support role This could include experience with an auto retailer like AutoZone, Advance, O'Reilly, or NAPA
- Expertise in automotive mechanics, automotive chemistry and/or adjacent industries (Industrial/Construction).
- Associate/Technical degree and/or ASE Mechanic Certification (degree required for future advancement)
- Fluent English (Bi-lingual desirable)

Preferred Qualifications:

- Bachelor's degree from an accredited college / university
- Strong Microsoft Office skills
- Minimum one (1) year experience with contact management systems
- Strong interpersonal skills
- Excellent written / oral communication ability
- Must be able to work independently and adapt readily to change
- Possesses systems aptitude and analytical skills
- Ability to establish positive relationships with all internal teams

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. This job description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent in this position. Incumbents are required to perform other related functions as assigned.

Additional Information

ITW is an Equal Opportunity Employer/Veterans/Disabled. EEO is the law. ITW invites any employee and/or applicant to review the Company's Affirmative Action Plan. This plan is available for inspection upon request by emailing katie.craig@permatex.com . If you are an individual with a disability and would like to request a reasonable accommodation as part of the employment selection process, please contact Katie Craig at (440) 914-3166. No other calls will be accepted.

ITW is an equal opportunity employer. We value our colleagues' unique perspectives, experiences and ideas and create workplaces where everyone can develop their careers and perform to their full potential.

As an equal employment opportunity employer, ITW is committed to equal employment opportunity and fair treatment for employees, beginning with the hiring process and continuing through all aspects of the employment relationship.

All qualified applicants will receive consideration for employment without regard to race, color, sex, gender identity, sexual orientation, religion, national origin, age, disability, protected Veteran status or any other characteristic protected by applicable federal, state, or local laws.