



## **Technical Service Ambassador Job Posting**

*Location: New Jersey and Northern Florida*

*Remote-Full-Time, Nonexempt | Travel-Based, 50–75% Local Travel Required |*

*Compensation: \$80,000-\$100,000, depending on experience*

Definitive Technology Group (DTG) designs, develops, and delivers advanced battery systems and mobile workstations that enhance safety, mobility, and efficiency for organizations across healthcare, warehouse fulfillment, food service, and manufacturing industries.

We're seeking a Technical Service Ambassador to join our Technical Services team. In this role (50–75%, local travel), you'll visit customer warehousing and fulfillment sites to evaluate DTG battery-powered mobile workstations, deliver hands-on training to IT/operations teams, provide break/fix support and parts quotes, and gather feedback to drive product improvements and customer success.

### **Key Responsibilities**

- Conduct site visits to inspect equipment, document safety/functional issues, quote replacement parts, and secure purchase orders from on-site stakeholders.
- Deliver hands-on training, demonstrations, and best practices guidance to customer teams; provide access to manuals and support resources.
- Act as on-site technical consultant: resolve issues, perform hardware upgrades/new installs, recommend improvements, and collect site data/feedback.
- Collaborate with DTG Technical Support; generate customer/management reports and replacement parts forecasts.

### **Qualifications**

- Technical degree (mechanical, electrical, industrial) or equivalent experience
- 3+ years in technical field service, sales engineering, or equipment training.
- Strong mechanical aptitude with battery-powered/industrial equipment
- Experience with high-volume warehouse maintenance operations is a plus
- Exceptional communication/presentation skills to simplify technical info for diverse audiences.

- Proficient in Microsoft Office; CRM/quoting software experience preferred.
- Highly organized, self-motivated, and able to work independently with heavy travel.
- Valid driver's license required.
- Passport or ability to obtain travel documentation required for potential international trips.

### **Physical Requirements**

- Ability to lift/carry up to 70 lbs., stand and walk for extended periods, and work in tight or confined spaces.
- Ability to climb ladders/step stools, kneel/crouch/stoop/crawl, reach overhead, and push/pull equipment.
- Ability to perform repetitive hand/arm motions and maintain close visual acuity for detailed work.
- Ability to wear PPE (safety glasses/goggles, gloves, safety shoes) and work in varied environments (dust, noise, temperatures).

### **Why Join DTG**

- Monday–Friday schedule (travel as required)
- Competitive pay and room for growth
- Comprehensive benefits package, including:
  - Medical, dental, and health reimbursement plan (HRA)
  - 401(k)
  - Wellness reimbursement
  - Paid Time Off (PTO) and paid holidays

No phone calls or recruiters, please.

Please submit resume to: [hr@dtgpower.com](mailto:hr@dtgpower.com)

*Definitive Technology Group is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or expression, national origin, disability, veteran status, genetic information, familial status, or any other protected characteristic under applicable law.*

*We participate in E-Verify to confirm employment eligibility.*