



June 8, 2026

Job Title: Technical Service Ambassador

Location: Travel-Based (Domestic, Regional)

Department: Technical Services

Reports To: Vice President of Technical Services

Employment Type: Full-Time | Travel Required (55% or more)

Position Overview

DTG is seeking a highly motivated, knowledgeable, and professional individual to serve as a key representative of our company at our customer's warehousing and fulfillment facilities. This critical role focuses on building and nurturing strong relationships with our customers while educating their IT Operations and Maintenance Teams on best practices for utilizing, maintaining, and maximizing the lifecycle of the equipment we provide.

The **Technical Service Ambassador** will act as an essential bridge between our organization and customer sites, ensuring customers are fully equipped with the necessary knowledge, resources, and expertise to utilize DTG products safely, effectively, and efficiently. This position offers a unique opportunity to contribute to customer success by providing valuable technical insights and ensuring our products continue to meet and exceed client expectations.

The ideal candidate will possess exceptional technical knowledge in battery powered mobile workstations, excellent communication skills, and a strong commitment to driving customer satisfaction and product excellence.

Key Responsibilities

- **Site Visits**
 - Travel to customer sites across the region/country to conduct in-person evaluation of DTG battery powered mobile workstations
 - Identify, document and report on damaged components that are out of safety or functional compliance
 - Provide quotations for parts that need to be replaced
 - Ensure timely issuance of purchase orders for the quoted components by managing relationships with key stakeholders on-site
- **Training**
 - Collaborate with on-site management to deliver training on equipment operation, maintenance, and best practices.

FOR INFORMATIONAL PURPOSES ONLY, NOT A CONTRACT. ANY & ALL EMPLOYMENT WITH DTG IS "AT WILL".

- Deliver hands-on demonstrations and technical guidance to on-site teams, ensuring understanding of new and existing product features and functions
 - Communicate how to access training materials, manuals, and support resources as needed
 - **Technical Support & Consultation**
 - Serve as the first point of contact for technical questions or concerns during site visits
 - Identify equipment needs, usage inefficiencies, and provide consultative recommendations for improvement
 - Gather site-specific data and customer feedback to support future product and service improvements
 - Provide hands-on technical services, including break/fix support, hardware upgrades, and new equipment implementations
 - Collaborate with and support all functions of the Technical Support team as required
 - **Reporting**
 - Create and provide reports to customers Corporate Management
 - Follow-up as needed or requested
 - Create and maintain forecast for replacements parts
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Qualifications

- **Education & Experience**
 - Technical degree or equivalent experience in mechanical, electrical, or industrial equipment.
 - 3+ years of experience in technical field service, sales engineering, and equipment training.
 - Experience working with Amazon or similar companies in a maintenance capacity is a plus.
- **Skills & Competencies**
 - Strong mechanical aptitude and understanding of industrial equipment.
 - Excellent presentation and interpersonal communication skills.
 - Ability to translate complex technical information into clear, understandable guidance.
 - Proficiency in Microsoft Office Suite; CRM or quoting software experience a plus.
 - Highly organized, self-motivated, and comfortable working independently while traveling.
- **Other Requirements**
 - Willingness and ability to travel up to 75% of the time.
 - Valid driver's license and ability to obtain travel documentation if international travel is required.

Physical Demands & Work Environment

- Must be able to stand and walk for extended periods throughout the workday, frequently bend, kneel, crouch, and crawl in confined or restricted spaces, and safely lift, carry, push, or pull up to 70 pounds.
 - Must be capable of performing physically demanding installation and deployment activities at customer sites, including unpacking, handling, and removing DTG carts from skids, pallets, and crates in coordination with team members while following established safety procedures.
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