

Technical Support Specialist I

Mankato, MN

Winland Electronics, Inc. (www.winland.com) Winland Electronics is an industry leader in critical condition monitoring devices. Products including EnviroAlert Professional[®] EnviroAlert[®], WaterBug[®], Temp[°]Alert[®] and Power-Out Alert[™] are designed in-house to monitor critical conditions and protect against loss of assets due to damage from water, excess humidity, extremes of temperature, and loss of power, among others, across industries including agriculture, construction, food service and storage, healthcare, manufacturing, real estate, technology, veterinary, and warehousing. Winland Electronics markets and sells its line of proprietary critical condition monitoring hardware and subscription service products primarily through a global network of distributors, dealers, security installers and integrators. Winland Electronics' products are compatible with most hardwired or wireless alarm systems. Winland Electronics also offers a critical environment monitoring solution called INSIGHT, an automated, cloud-based platform that provides early alerting, reporting, and logging services designed to ensure regulatory compliance. To learn more about Winland Electronics, please visit www.winland.com

Department:	Operations	Reports to:	Director of Technology
		Date:	June 2025

Job Summary

The Technical Support Specialist I is involved in fielding, testing and resolving technical hardware and software application issues for multiple customers across Winland's entire product suite of monitoring and web-based service solutions.

The Specialist I will perform research and testing of new products that align with Winland's current product offering and new product development. Programming, database management and IoT API knowledge will be beneficial, but not required. This role will also assist with compliance and regulatory matters as it related to product acceptance.

The Specialist I needs excellent customer service, communication skills and an ability to work with members of the engineering and operations teams to verify, troubleshoot and resolve reported application, operation, and installation problems. This role will become familiar with multiple customer environments and form relationships with primary customer contacts. This role should be proactive in recognizing potential problems or if issue resolution is not meeting customer expectations and escalate issues as needed.

Training will be provided as needed. Some travel may be required.

Essential Functions

Technical & Business Analysis

- Possesses knowledge of web technologies and web-based applications.
- Possesses knowledge of IoT systems to create and troubleshoot communication.
- Comfortable performing hands-on software setup and configuration tasks.
- Ability to understand and troubleshoot low voltage control and alarm circuits.
- Compliance research and monitoring for REACH, RoHS, Prop 65, PFAS, TSCA and others as needed.

Client Support

- Gather and track client information and data.
- Provide first line technical support to external customers via phone, email, or online case management system.

- Enter support requests into an online case management system and update the status of each case as it is being worked and log the resolution details before closing the case.
- Perform hands on hardware and software application setup and configuration tasks.
- Responsible for understanding and communicating hardware and software installation procedures and application configuration tasks.
- Be proactive when working on customer issues and educate customer contacts.
- Identify additional opportunities for Winland solutions within customer environments and share with account managers/sales staff.
- Assists with Return Material Authorizations and fields sales calls.

Testing and Training

- Perform quality assurance testing for new product releases and client specific feature requests.
- Coordinate and support user acceptance testing and issue resolution with client and development team.
- Provide software application training to clients for new features and software enhancements.

Qualifications**Required:**

- Electronics' troubleshooting
- Detailed documentation with troubleshooting
- Excellent attention to detail and follow-through skills
- Excellent written and verbal communication skills
- Excellent problem-solving skills
- Ability to work independently as a member of a team
- Additional duties as assigned or required
- Ability to travel up to 10% of time

Highly Desired:

- Within 25 miles of Mankato, MN
- Database management knowledge
- IoT API knowledge
- Microsoft Word, Excel, PowerPoint, Outlook

Preferred:

- 2- year engineering degree or equivalent low-voltage electronics experience
- Basic programming knowledge (JS, Nodejs, C#, PHP)
- Network knowledge – TCP/IP, Routers, Firewalls
- Industry experience in Wireless or consumer electronics background a plus
- Database conceptual knowledge
- Azure/AWS Cloud Setup/troubleshooting
- Experience with REACH, RoHS, Prop 65, PFAS, TSCA compliance administration