

## Part Time Technical Support 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](http://www.winland.com)

<b>Department:</b>	Operations	<b>Reports to:</b>	Director of Technology
		<b>Date:</b>	May 2026

### Job Summary

The Part Time Technical Support position is involved in testing and resolving technical hardware and software application issues across Winland's entire product suite of monitoring and web-based service solutions and presenting internally.

The position 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.

The position needs excellent communication, troubleshooting and detailed note taking 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 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.

### Core Functions

#### Testing

- Short-term and long-term testing of devices, sensors and software for:
  - Reported issues
  - New features and functionality
  - New sensors for conformance with existing devices
  - New devices for conformance with Winland™ INSIGHT and related sensors
- Management of multiple devices and/or sensors tested in parallel with multiple variables applied
- Ability to identify trends, document, report findings and offer improvements to Director of Technology

#### Documentation

- Review and updating of internal and external documentation ensuring ease of use to the user

**Secondary Functions****Exposure to**

- Technical support and documentation of customers interactions including phone, email and chat
- Team interaction with internal and external resources including engineering and software
- Ability to identify opportunities related to interactions
- Assists with Return Material Authorizations
- Additional functions available as assigned

**Qualifications****Required:**

- 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 functions as assigned

**Highly Desired:**

- Within 25 miles of Mankato, MN
- Ability to speak Spanish
- Microsoft Word, Excel, PowerPoint, Outlook
- Ability to travel up to 10% of time

**Preferred:**

- Pursuing 2- year engineering degree or equivalent low-voltage electronics experience
- Database management knowledge
- IoT API knowledge
- 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