

## PRODUCT TECHNICAL SUPPORT

### About Imtra:

**IMTRA Corporation** is a 100% employee-owned company headquartered in New Bedford, Massachusetts. For over 70 years, we've been a trusted importer and manufacturer of premium marine products, advanced LED solutions, and integrated marine systems. Serving commercial, industrial, and marine markets across North America, IMTRA supports customers through 12 regional sales and service locations. In addition to our proprietary solutions, we proudly represent globally recognized brands including Sleipner (Side-Power), NorSap, Vimar, Lumishore, Lofrans, Muir, Exalto, Zipwake, and more.

We are known for our deep product expertise, exceptional sales and technical support, and unwavering commitment to customer satisfaction. Our culture values collaboration, integrity, and accountability—and we look for individuals who share those principles.

### About the Role:

We are seeking a detail-oriented and customer-focused professional to join our team, working closely with our Technical Support Manager and Product Managers to ensure excellent service and technical support. This role requires strong interpersonal communication skills, a knack for troubleshooting, and the ability to manage projects from start to finish in a fast-paced, collaborative environment.

### Key Responsibilities

- Provide responsive and professional communication with customers including boat builders, trade accounts, service agents, engineers, end users, and the IMTRA sales team
- Support customers by troubleshooting product issues and providing technical guidance
- Evaluate and process warranty claims and returns
- Deliver a high level of service and product knowledge to ensure customer satisfaction
- Maintain effective relationships with internal departments, key customers, and international suppliers
- Organize and manage multiple projects simultaneously
- Exhibit a strong dedication to customer service and team collaboration

### Job Requirements

- Hands-on experience with DC, AC, and hydraulic equipment
- Advanced troubleshooting and problem-solving skills

- Strong technical aptitude for electro-mechanical systems
- Excellent verbal and written communication skills
- Ability to manage conflict diplomatically and achieve successful outcomes
- Highly organized with strong time management and attention to detail
- Proficiency with modern technology and business tools
- Team-oriented mindset with a focus on collective success
- Demonstrated strong work ethic and ability to multitask
- Bachelor's degree or marine-related technical degree preferred
- Significant experience and familiarity with boating and marine systems

### **What We're Looking For**

We hire for cultural fit as much as skillset. Our ideal candidate is a self-starter with a positive attitude, a sense of urgency, and a commitment to excellence. You should be able to work hard while enjoying what you do, and carry yourself with integrity, professionalism, and accountability.

### **Compensation & Benefits**

- Competitive salary
- Annual performance-based bonus
- Employee Stock Ownership Plan (ESOP)
- Health and dental insurance with significant employer contributions
- 401(k) plan with generous company match
- Company-paid life, AD&D, short-term, and long-term disability insurance
- Paid vacation and holidays

IMTRA values a diverse workforce. We are committed to a culture of equality and inclusiveness that fosters dialog, innovation, compassion, respect, and collaboration. All qualified applicants will receive consideration for employment regardless of race, ethnicity, age, religion, national origin, sex, sexual orientation, gender identity, veteran status, disability status, neurodiversity, or any other protected characteristic outlined by federal, state, or local laws.

**To apply, please submit your resume to [resume@imtra.com](mailto:resume@imtra.com)**