

Job Description: Product Technical Support

Location: Imtra Corporation Headquarters, New Bedford, MA

Company Overview:

Imtra Corporation is a 100% employee-owned business and a leading importer and manufacturer of high-quality equipment for the recreational and commercial marine, energy, and transportation markets. With over 70 years of experience, Imtra has built a strong reputation for exceptional product quality, sales support, and customer service.

We pride ourselves on our inclusive culture, where integrity, accountability, and teamwork drive our success. As an employee-owned company, every team member plays a vital role in our growth and prosperity.

Position Summary

We are seeking a detail-oriented and customer-focused professional to join our team, working closely with our Service 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

Compensation and Benefits Overview Pay Range

The pay range for this position is \$50,000 – 75,000 annually, depending on skills, experience, qualifications, and geographic location. In addition to base pay, employees may be eligible for performance-based bonuses and/or other forms of variable compensation, depending on the position. Exact compensation will be determined based on individual experience, internal equity, and local market conditions.

Comprehensive Benefits

- At IMTRA, we believe in taking care of our employees and their families. As an employee owned company, we offer a competitive benefits package that supports your financial, professional, and personal well-being:
- Competitive Salary – Fair, market-based pay aligned with your skills and experience
- Annual Bonus Program – Rewarding individual and company performance
- Employee Stock Ownership Plan (ESOP) – Share directly in the company's long-term success
- Health, Dental & Vision Insurance – Comprehensive coverage with significant company contributions to keep premiums affordable
- 401(k) Retirement Plan – Generous company match to help you build long-term financial security
- Company-Funded Insurance – Life, AD&D, Short-Term Disability, and Long-Term Disability at no cost to you
- Paid Time Off (PTO) & Company Holidays
- Other Key Benefits – wellness programs, tuition reimbursement

We are committed to providing fair and competitive compensation along with benefits that help you and your family thrive.

IMTRA values a diverse workforce. We are committed to a culture of equality and inclusivity 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