

TagMaster

North America, Inc.

In-House Technical Support Assistant – Job Description:

Company Description

TagMaster is a world leading manufacturer of long-range RFID (Radio Frequency Identification) systems. TagMaster designs and markets a series of RFID products and information services associated with automatic identification. Our products are easy to integrate and provide excellent reading properties for non-contact, hands-free solutions.

Application areas for TagMaster's products include vehicle access and parking, transportation and security. TagMaster exports mainly to Europe, Asia and North America through a global network of partners, system integrators and distributors. TagMaster currently has more than 3,000 installations globally, often integrated with systems from one of our partners.

TagMaster is a young and dynamic company. We are growing rapidly and we are looking for hard working professionals within our Vehicle Access Control division. Visit our website at www.tagmasterna.com

Job Description

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

- Work 20 to 40 hours per week, schedule to be determined by agreement
- Part-Time position - with the possibility of full-time status for successful candidate with skills after 90 days.

Position Summary

The Technical Support Assistant provides technical and office support for the General Manager of TagMaster. Duties include general research, wiring/cable making, project based work and etc. The Assistant projects a professional company image through in-person and phone interaction.

Duties and Responsibilities

- Wiring of Readers
- Cable Making
- Contact Customers for Shipping Information and Support Issues
- Shipping and Receiving
- Provide status reports to management on overall activities
- Create and modify documents using Microsoft Office, Excel and PowerPoint.
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
- Maintain hard copy and electronic filing systems.
- Research new products

- Support staff in assigned project based work, including but not limited to:
 - General Cleaning
 - Organization of Office
 - Making Promo CD's
- And other miscellaneous tasks

Qualifications

- Experience/Interest in quality workmanship. Knowledge of RFID systems a plus.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have strong organizational skills and pay close attention to detail
- Must be able to lift up to 85 lbs. when necessary
- Ability to work legally in the United States.

Supervisory Responsibilities

This position has no supervisory responsibilities. However, this position does provide guidance to staff members and coordination with outside vendors.

Education / Previous Experiences

Associate of Applied Technology (A.A.T.) from four-year or two-year College or University; or one to two years related experience and/or training; or equivalent combination of education and experience.

Other Information

Employees must adhere to all applicable TagMaster North America, Inc. policies and procedures. Regular and predictable attendance is required. Willingness and ability to work non-standard business hours, such as nights and weekends, on an as-needed basis is required. Employees must be able to cope effectively with deadlines and multiple demands. TagMaster is an e-business consulting and development firm that helps clients understand and leverage information and communication technologies to help their organization succeed. We work closely with clients to develop a detailed plan of action and make sure that plan is completed on time and on budget.

Please contact TagMaster North America, Inc (An Equal Opportunity Employer) for more information at.

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