

FieldNet Support Specialist Internship for Lindsay:

<https://careers.lindsay.com/job/Omaha-Global-Irrigation-Product-Support-Specialist-Fall-&-Summer-2021-Internship-NE-68022/703212000/>

# Global Irrigation Product Support Specialist - Summer 2021 Internship

Location: Omaha, NE, US, 68022

Travel: Up to 10 % Travel

Company: LMfg-Irrigation-Domestic

Description:

## Global Irrigation Product Support Specialist – Internship

### Organization Summary

Lindsay Corporation is a global company, headquartered in Omaha, Nebraska, focused on providing irrigation and infrastructure solutions to meet the needs of a growing population. As one of the world's leading providers of irrigation and water management, its Zimmatic systems are operating in more than 90 countries. Lindsay Corporation's infrastructure division offers a wide range of products that aid in roadway maintenance and transportation safety. Since 1955, Lindsay Corporation has been at the forefront of research and development of products and services designed to meet the needs of a constantly evolving world.

### Position Description

Lindsay Corporation is hiring a new GLOBAL IRRIGATION PRODUCT SUPPORT SPECIALIST – Internship. This role will have global responsibilities for assisting FieldNET users (Dealers, Growers and Internal) with operational and technical support needs through multiple medias. This position is responsible for answering incoming phone calls and emails from customers and addressing their questions and concerns regarding FieldNET products, systems and services as well as troubleshooting any technical problems they may have.

### Position Details

This position is hourly at 40 hours per week. Work week is Monday through Friday and can include Saturdays. Any hours worked over 40 hours per week will be paid at time and a half. The position will be

based at our new Corporate office located at 180<sup>th</sup> & Dodge in Omaha NE. At the end of the assignment, full-time employment could be considered based on skills and knowledge obtained through the assignment and current business needs.

### **Duties & Responsibilities**

- Handle incoming calls and emails for basic Dealer/Grower/Lindsay internal team inquires following department standards for delivering world class customer service.
- Open and close 100% of cases logged. Case records must be detailed and accurate for every call or email handled to include details related to customer issues, status progress and problem resolutions utilizing our department case management system.
- Process FieldNET subscription requests.
- Build a general knowledge of the entire FieldNET product suite and how it interacts with our Lindsay Zimmatic products and third-party equipment.
- Resolves basic customer issues; helps them understand how to use FieldNET, assists with basic configurations and troubleshooting.
- Assists with performing basic customer acceptance testing of enhancements, new products and/or bug fixes for the FieldNET systems and supporting third party systems.
- Completes various assigned tasks to support the FieldNET Support team
- Work closely and build relationships with the FieldNET Team and other Lindsay employees to support our One Lindsay Culture.

### **Preferred Qualifications**

- Bachelor's degree or working towards a bachelor's degree in an agriculture or business. Previous experience working in Customer Support/Help Desk environment or working in an agriculture or electrical field is preferred.
- Excellent verbal and written communication skills.
- Strong Customer Focus
- Robust problem-solving skills, the ability to learn from doing, personal accountability, and a positive and professional attitude.
- Good organizational skills and the ability to multi-task is essential.
- Ability to aspire to and demonstrate Lindsay's Vision, Values and Behaviors daily.

### **Working Environment and Physical Efforts**

Work is typically performed in an office environment.

Position may require lifting up to 50lbs using safe lifting techniques, carrying, bending, kneeling, pivoting, reaching, standing, climbing stairs, handling, gripping, grasping and visually inspecting equipment parts.

The position is required to use hands to finger, handle, or feel and reach with hands and arms while in the office with various files and forms and while working on the computer.

Specific vision abilities required by this job include close vision, distant vision, peripheral vision, and depth perception.

**All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.**

*Lindsay Corporation does not accept unsolicited referrals or resumes from any source other than directly from candidates. We will not consider unsolicited referrals and/or resumes from vendors including and without limitation, search firms, staffing agencies, fee-based referral services and recruiting agencies. Lindsay Corporation will not pay a fee to a recruiter or agency that does not have a signed vendor agreement with Lindsay Corporation. Any resume or CV submitted to any employee of Lindsay Corporation without having a vendor agreement in place will be considered property of Lindsay Corporation. Lindsay Corporation will not be held liable to pay a placement fee.*

**Nearest Major Market:** Omaha

**Nearest Secondary Market:** Council Bluffs

**Job Segment:** Electrical, Intern, Transportation, Engineering, Entry Level, Research, Customer Service