

**LAUNCH****LAUNCH TECH (USA), INC.**

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**Product Support, LAUNCH Diagnostics**

We have an opening in our Diagnostics Product Support Division. If you are a professional and would like to come join our growing company, please read the requirements in full before submitting your resume. We work in a challenging environment where client's needs are always met -- even if we need to walk the extra mile to make things happen.

**Who we are and what we do:**

Founded in 2003, Launch Tech USA headquartered in Los Angeles, California has become a serious competitor in the US Automotive aftermarket. Our products are developed and manufactured by Launch Tech Co., Ltd. ("Launch China"), a public company headquartered in China. Launch's product lines are vast. What you will be involved with is the diagnostic line of automotive scan tools.

For more info:

[www.launchtechusa.com](http://www.launchtechusa.com)

**The Position:**

As part of our Product Support staff, you will be assigned to be the desktop support for our customers on the field. As a starting point, your job will be to walk them through our registration, download, and update process, and sometimes, through basic PC functions (opening new folders, mouse functionality, saving in folders, driver installs, etc.). As you progress through the training cycle, you will be tasked to walk them through navigation within our scan tools and code readers.

**RESPONSIBILITIES:**

- Walk clients through the Product Registration Process
- Walk clients through the Software Update Process
- Walk clients through essential functions within our scan tools and code readers
- Troubleshoot customer's scan tools
- Be able to provide support for PC applications, as they pertain to our product's usage and functionality.
- Troubleshoot O/S issues, as they pertain to our product's usage and functionality.

**REQUIREMENTS:**

- 3 years combined Automotive Technician experience and Tech Schooling training
- Strong, hands-on, experience with Diagnostic Scan Tools is a plus
- VERY strong, hands-on, knowledge of basic PC and O/S operations
- Detail oriented with the ability to multi-task
- Strong interpersonal skills and warm personality
- Punctual and process-oriented
- Ability to work well under pressure

**COMPENSATION:** Pay is hourly at \$12-15 per hour, D.O.E.

Please send resume to [hire@launchtechusa.com](mailto:hire@launchtechusa.com)