

Reports To: Hardware Service Manager	FLSA Status: Non-Exempt	Page 1 of 1
Title: Technical Support Specialist	Department: Sales & Marketing	Date: 2020

Position Summary:

Under minimal supervision, complete RMA orders in a timely manner and provide technical support to customers in the area of hardware configuration, repair products and equipment, install new software revisions, support digital video system solutions, perform bench-testing and evaluation of existing and new products and install product solutions at the factory and customer sites.

Essential Functions/Major Responsibilities:

1. Test, evaluate and repair manufactured equipment
2. Complete RMA orders and write technical reports as required
3. Diagnose, reproduce, triage, resolve and document reported problems
4. Respond to customer requests for technical service and take appropriate action
5. Provide troubleshooting and/or repair suggestions to customers
6. Provide technical testing and repair assistance to the Production, Sales, and Engineering departments
7. Conduct customer training as well as training of other technicians and staff from different departments
8. Monitor product reliability, submit data for analysis, analyze data and make recommendations for improvement
9. Review, analyze, and modify systems including imaging, testing, debugging and installing to support proprietary application software and equipment
10. When necessary, travel to customer locations to install company equipment
11. Assist in other job duties as required

Qualifications:

- **Education/Training:** Associates degree/technical school preferred or equivalent technical experience.
- **Experience:** Minimum 3 years technical experience, specifically working with RF equipment, antennas, receivers, access point/router, mobile electrical, high power transmitters and digital video. Experience in customer support, trouble shooting by phone and email and working with difficult customers.
- **Skills/Technical Requirements:**
 - Ability to read schematics, assembly drawings, wiring diagrams and blueprints
 - Extensive experience with RF test equipment and RF troubleshooting
 - Knowledge on how use common tools and mechanical fixtures
 - Possess electro-mechanical troubleshooting skills and ability to use diagnostic terminals
 - Intermediate Microsoft Office skills with emphasis on Word and Excel

Reports To: Hardware Service Manager	FLSA Status: Non-Exempt	Page 1 of 2
Title: Technical Support Specialist	Department: Sales & Marketing	Date: 2020

- Excellent interpersonal communication skills
- Ability to work well under pressure and maintain high level of professionalism
- Strong problem solving abilities and resourcefulness
- Adaptable and willingness to learn

Job Conditions:

Works in a lab or manufacturing environment with constant or intermittent noise. Works in vehicle, outdoors, performing testing and installation. Willingness to travel.

Physical Demands:

Ability to lift up to 30 pounds. Getting in and out of vehicles or confined spaces, bending, walking, kneeling, standing. Prolonged periods of sitting at the computer terminal.

Protective Devices Required:

In required areas.

This job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reports To: Hardware Service Manager	FLSA Status: Non-Exempt	Page 1 of 3
Title: Technical Support Specialist	Department: Sales & Marketing	Date: 2020