



Job Title: Product & Technical Support Specialist

Status: Full Time

Working Days: M-F, 30% Travel

Travel Required: Yes

Hours Per Day: Approx. 8-9

Position overview: The Product & Technical Support Specialist supports sales efforts both on the front end and back end of squareV LED and Novastar product sales, always upholding the squareV brand promise – to support all customers with a relentless dedication to excellence.

Job Duties:

- Provide technical support for all squareV and Novastar customers
- Administer training for video technicians and integrators
- Commission installations as needed as well as LED color calibration
- Provide onsite training
- Manage and coordinate tech elements for all company trade shows
- Assist sales team in designing and communicating job designs for customers
- Assist in warehouse as needed (including but not limited to repair, QC, and troubleshooting)
- Oversee all technical elements and troubleshooting of new squareV & NovaStar products
- Maintain expertise-level technical knowledge related to LED systems and NovaStar products
- Maintain and update technical support call log

Skills/Qualifications:

- 3-5 years of relevant experience in the field of LED video displays
- 3-5 years of live event touring and/or integration experience
- Proficient (high-level) knowledge of NovaStar LED products
- Proficient (high-level) knowledge of broadcast video
- Familiarity with video and LED equipment (how to troubleshoot, repair, and maintain)
- Ability to provide excellent customer service

Top Roles:

1. Over the phone Technical support
2. Sales support/Video Consultant
3. Onsite Technical Expertise (Trade Shows & Commissioning)

Item	Compensation
Product & Tech Support Specialist Benefits (Health, Dental & Vision)	<ul style="list-style-type: none"> ● Salary, based on experience. ● Incl. for employees 100%, family available for co-ins. rate. ● Dental and Vision covered at 50%, family available for co-ins rate.
Vacation	<ul style="list-style-type: none"> ● 10hrs PTO accrued per month worked ● 8hrs Sick accrued per month worked ● 150hr max PTO rollover ● No Sick rollover

For Human Resources Only

Date Completed / updated: 1-22-2024