

JOB DESCRIPTION

POSITION OVERVIEW

The Senior Technical Support will play a critical role in providing advanced technical support and troubleshooting assistance to our customers. This position requires a strong technical background, excellent problem-solving skills, and a customer-focused approach to ensure timely resolution of issues and customer satisfaction.

ESSENTIAL JOB FUNCTIONS

- Maintain an in-depth knowledge of our complete line of products and services.
- Embrace and learn the Video Surveillance / CCTV technologies and their applications.
- Provide product demo and technical training to the sales team and customers.
- Test and evaluate surveillance cameras, DVR cards, stand-alone or PC-based DVR systems, and peripherals.
- Build and test PC-based DVR systems to customer's specifications.
- Provide prompt and effective customer service and technical support.
- Service customers in an effective and efficient manner; partner with internal teams proactively.
- Perform other duties as assigned

ESSENTIAL REQUIREMENTS

- Ability to communicate clearly, concisely and professionally in written responses to emails and oral responses to calls
- Ability to maintain confidential business information
- Ability to respond to customers in a timely and effective manner
- Computer proficiency including Microsoft Office (Word, Excel, Powerpoint, Sharepoint, Outlook)
- Ability to work independently with minimum supervision
- Ability to work under pressure
- Strong troubleshooting, problem-solving and team player mindset is a plus
- Proactive and enthusiastic to excel

OTHER REQUIREMENT

- Domestic and/or International Travel may be required (up to 25%)
- Willing and able to work additional hours when needed
- Bend, lift, open and move product and related office items varying in weight up to 30lbs, depending on need

EDUCATION

- 3+ Years of Professional Experience in technical support or related areas
- Experience in security system industry is highly desired
- A bachelors degree in Computer Science, Physics, IT / Network, Engineering or related technical field, or equivalent industry experience is required, Master degree is preferred