



## Technical Support Specialist

Do you enjoy helping customers solve problems and get the most out of their systems? Are you the trusted technology advisor for your friends and family? If this sounds like you, we have the perfect position that empowers you to do what you enjoy, and make a difference.

CheckVideo is an innovative company that is changing the way people interact with and use video cameras. Your job will be to enable clients to get the most out of their CheckVideo products and build a fanatical following!

### Position Summary

The Technical Support Specialist serves as the first point of contact for pre-sales and post-sales support to clients. You will educate customers about the product and help them with setup and troubleshooting. You will be responsible for client satisfaction and problem resolution. The Technical Support Specialist works with CheckVideo Sales and Engineering to troubleshoot customer configurations, provide product training and validate and test product enhancements.

### Essential Duties

- Answer support calls and emails, and guide clients through product setup, configuration and troubleshooting.
- Train clients on CheckVideo hardware and online portal, making recommendations for device setup that will maximize product success.
- Provide IT support and client training on a wide variety of networking configurations including router setup, LAN configuration, and DHCP. Work directly with IT managers, wireless and Internet Service Providers to remotely troubleshoot network issues.

### Requirements

- Required Accreditation
  - Must be at least 18 years old and a US citizen
  - Associates degree in a technical discipline or equivalent experience of 3 years in a related field
- Required Skills and Abilities
  - Excellent phone manners, must be service and customer focused.
  - Superior communication skills – both written and oral
  - One to three years of IT helpdesk, account management or customer service experience.
  - Working knowledge of networking technologies including wireless, firewalls, VPN, switches, network storage technology and network management.
  - Excellent communication and presentation skills, both oral and written
  - Analytical, organizational, prioritization and time management skills are critical to the candidate's success