



Heartland Video Systems

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<http://www.hvs-inc.com>

Systems Engineer

Heartland Video Systems, Inc. is a Systems Integrator serving primarily Broadcast Television stations throughout the United States. We are a sales distribution company with an engineering team that makes us unique in our industry. We provide equipment sales and turnkey integration for broadcast television stations and professional television production facilities combining conversion, transmission, compression, monitoring, automation, storage, and routing components. Of utmost importance is a working culture built on our core values that are unwavering:

- **Customer-Focused:** Within the partnerships we have developed with our customers and vendors, our customer-focus on Service, Support, and Satisfaction is of the highest priority.
- **Dedicated and Caring:** All employees shall be dedicated to and caring of our customers and each other. With this internal commitment to support, empathy and kindness, we can reach our full potential of dedication and care for our customers.
- **Honest and Ethical:** We always strive to provide the best and most comprehensive solution dependent upon on customer needs and wants, not based on our bottom line. This is how we emerge as, and remain, a trusted partner.

The Systems Engineer is responsible for integrating various components into complex electronic systems for broadcast television stations according to the established design specifications. The Systems Engineer acts as the project manager for the installation and commissioning of the system. The job will include installation, configuration, test, and operational training on installed equipment, frequently in the customer environment.

These systems include:

- Television station Master Control room systems including broadcast automation and video servers.
- Digital video and audio routing switchers

- Digital Television compression and multiplexing systems
- Television station monitoring systems
- Microwave transmission systems

Generally systems are assembled and tested at our Plymouth, WI facility, then installed and commissioned at customer's location. Operational training and ongoing support of our systems is an essential component of our service.

Principal Duties and Responsibilities:

- Ensure projects are completed on time and within established budget.
- Attend customer meetings and site surveys as necessary to understand customer requirements and time frames.
- Work with HVS sales representatives to establish and refine project parameters.
- Communicate project status.
- Respond to customer requests in a timely manner.
- Adapt to plan changes or issues. Respond appropriately to customer requests and adjust plan as necessary while maintaining project scope.
- Resolve issues in a prompt and agreeable fashion.
- Maintain technical and project documentation.
- Notify management of deviations to original plan.
- Provide customer support of installed systems frequently by telephone and remote internet control sessions.

Desirable Candidate Qualifications:

- Knowledge of digital video and audio as used in a television station environment.
- Broadcast television engineering experience.
- IT infrastructure and networking knowledge and experience.
- Prior customer service or help desk experience.
- Project management experience.
- Excellent written, oral and interpersonal communication skills.
- Demonstrated ability to handle multiple tasks, set priorities, work under pressure and meet deadlines is required.
- SBE (Society of Broadcast Engineers) certification

Knowledge, Skills and Abilities Required:

- Ability to work independently, prioritize work, and manage time efficiently.
- Must be an effective problem solver, with the ability to troubleshoot problems, propose reasonable solutions, and make logical decisions.
- Detail oriented and able to function effectively with minimal supervision.
- Professional demeanor and appearance.
- Ability to communicate effectively with vendors, customers, and other employees of the company.

- Must have a valid driver's license and be insurable.

Travel within the U.S. is required. Generally trips are 2-5 days in duration and during weekdays. On occasion, extended deployments and weekend travel will be required.

We are looking to hire people with a great attitude and the right personality to be successful. Fitting into our culture here is of primary importance to the person we want on our team.

Outstanding customer service is our primary focus. We are looking for a person that will fit seamlessly with our team and can fulfill the requirements set forth above

Heartland Video Systems offers a full-time employee benefits package that includes Group Health Insurance, Group Disability and Life Insurance, 401(K) Plan with matching funds, paid holidays, vacation, and personal time, continuing education and advancement opportunities within the company.

If you are this person, we'd love to hear from you by contacting:

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