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Employment Opportunity

Technical Support Specialist – Broadcast Industry

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. Without this internal commitment to support, empathy and kindness, we cannot 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 Technical Support Specialist will provide technical support for various components and complex electronic systems for broadcast television stations. The Technical Support Specialist works with our customers to solve their system issues and emergencies. These positions would support customer issues during non-business hours 5pm-7am CST (2nd and 3rd shifts), weekends and holidays.

Duties/Responsibilities:

- Identifies, investigates, and resolves users' problems with their broadcast equipment.
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding their broadcast equipment.
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Applies knowledge of equipment and procedures to solve problems.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve problems.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Maintains knowledge of technology innovations and trends.
- Performs other related duties as assigned.

Personal Attributes

- Analytical and troubleshooting skills
- Eager to learn. Technical aptitude to assimilate new learning quickly (essential)
- Excellent written and verbal communication skills (essential)
- Flexible: Very able to adapt to a changing environment (essential)
- Able to take initiative and drive change (essential)
- Performs well under pressure and in disruptive environments where priorities can change in response to customer demand (essential)
- Capacity and passion to help customers. Good customer engagement (essential)

Knowledge, Skills and Abilities Required:

- Professional demeanor and ability to work cooperatively with our customers and HVS staff
- Detail oriented and able to function effectively with minimal supervision
- Able to lift on to a cart up to 75 pounds
- Ability to communicate effectively with vendors, customers, and other employees of the company.
- Must have a valid driver's license and be insurable.
- Experience in over the air broadcast equipment a plus.
- IT experience a plus.
- Remote work environment with initial training at our headquarters in Plymouth WI.

Heartland Video Systems' benefits package for full-time employees includes:

- Group Health Insurance
- Group Disability and Life Insurance
- 401(K) Plan with Company Matching Funds
- Paid Holidays, Vacation, and Personal Time
- Continuing Education and Advancement Opportunities

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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