**About tvONE**

**tvONE is a world class developer and manufacturer of video conversion, content manipulation and AV signal distribution technology, serving the commercial integration and live event market for more than 35 years. tvONE provides a complete line-up of products and services for the professional AV, broadcast video, and digital signage markets. tvONE now encompasses three superior brands under one umbrella, tvONE, Magenta Research and Green Hippo.**

The Green Hippo brand of award winning Hippotizer™ Media Servers can be found providing real-time video playback for television sets including Eurovision, The Academy Awards, and the Super Bowl halftime shows. Cruise lines and corporate events utilize the system due to its flexibility during production periods and concert tours, for artists such as Beyonce, Jay Z, and Madonna, have proven its reliability. <https://www.green-hippo.com>.

The tvONE brand specializes in video, audio, and multimedia processing equipment, based on its proprietary CORIO® video conversion technology. Products include all-in-one system solutions, windowing processors, scan converters, seamless switchers, video scalers and more, found in a wide range of video applications including sports venues, operating rooms, and a broad range of commercial AV installations from corporate boardrooms to TV broadcast studios. <http://www.tvone.com>.

Magenta Research is an industry-recognized brand for the transmission, switching, and flexible distribution of multi-format video, audio, and auxiliary signals over fiber and Cat-X cabling. Products include AV extenders, distribution amplifiers and matrix switchers for DVI, HDMI, VGA, component, composite, s-video, audio, USB, and RS-232 signals. <http://www.tvone.com>.

**Title: Jnr Technical Support Associate**

**FLSA Status: Exempt**

**MAIN PURPOSE OF THE ROLE:**

We are seeking a Jnr Technical Support Associate to provide world-class assistance to our customers. You will diagnose and troubleshoot hardware and software problems and help our customers solve a wide range of technical issues. Diagnose and repair customer returns (RA’s). You must share our customers’ sense of urgency in problem solving held throughout the live events and integration industries.

**KEY ACCOUNTABILITIES AND RESPONSIBILITIES:**

* Troubleshooting and solving computer hardware issues
* Updating of proprietary firmware and software as well as Windows and PC drivers.
* Documenting repairs and reporting test results in our support help desk system
* Providing 1st line technical support using our help desk system via email and telephone.
* Tracking RMA repairs and demo unit maintenance through to completion within agreed time limits.
* Answer phone-based support requests, assist the customer and document correspondence in our help desk system until the case is resolved.
* Maintain friendly relationships with customers.
* Assist the Product Specialists, Engineers, and developers in diagnosing and fixing complex problems.
* Join the out of hours tech support telephone rotation.
* Maintaining demo equipment functionality, including repairs, updates, and preparation for future demos.
* Prepare equipment for demo opportunities to order specification.
* Diagnose and repair component level PCB failures.
* Test customer issues by replicating their setup.

**KNOWLEDGE AND SKILL REQUIREMENTS:**

* Proven work experience in Technical Support, Desktop Support, IT Help Desk Technician, or similar role. Electronics knowledge and soldering skills preferred but not essential.
* Hands-on experience with installing GPUs or other PCIe devices, PSU’s, SSD/nVME disk drives, and RAM.
* Good understanding of computer systems and other tech/AV products.
* Ability to follow instructions and learn processes quickly.
* Ability to diagnose and troubleshoot basic technical issues.
* Working as a member of a team in a fast-paced dynamic environment.
* Familiarity with remote desktop applications and help desk software.
* Understand basic implementations of video signal distribution. (Resolutions, refresh rates, signal types, cable specifications and visual recognition of cable types)
* Follow, amend, and create procedures.
* Basic AV and faultfinding knowledge

**COMPENSATION AND BENEFITS:**

* Salary: competitive salary and benefits
* Location: Margate

**Job Type:** Full-time

**Benefits:**

* The position offers competitive wages, comprehensive training, flexible working options, holiday, dental option, and pension contributions.

**Schedule:**

* Monday-Friday office based in Margate.

**Experience:**

* Troubleshooting: 1 year AV or PC (Preferred)
* Windows: 2 year (Preferred)