



Technical Support

Technical Support position available with custom professional electronics manufacturer in Westchester County NY.

Requirements:

- CEA / CompTIA DHTI+ certification, CEDIA installer level 1 certification, CTS certification or relevant competency/experience strongly preferred
- 1-3 years installation and troubleshooting experience with low voltage multi-zone residential A/V systems, distributed audio and home networks
- Expert level working knowledge of Windows XP, Windows 7 and Vista operating systems. (Mac OS experience a plus)
- Ability to multitask is crucial, and outstanding verbal and written communication skills are imperative
- Must be highly motivated to research and solve technical issues relating to AV setups
- Knowledge of home network setup and troubleshooting is required, however, **this is not an IT network helpdesk position.**
- Must be willing and able to learn new software platforms thoroughly on an ongoing basis
- Must be flexible as shifts vary to accommodate west coast customers
- Applicants must reside in a commutable distance to Harrison, NY

Candidate's main function will be providing technical assistance over the phone to other A/V professionals, internal and external sales reps and other team associates. This position is within an organization that provides strong growth potential and generous benefits (Medical, Dental, Eye, matching 401K plan, paid sick and vacation time, bonuses etc.).

If you have a strong work ethic, professional attitude and are customer service oriented, please email resume and salary requirements to hr@UniversalRemote.com. **Resumes without salary requirements will not be considered.**