

Technical Support Specialist

UNIVERSAL REMOTE CONTROL, INC., a leader in the Wireless Control Industry, is one of the most Dynamic & Rewarding companies in Westchester County. A corporate-wide commitment to providing clients the highest quality products and support has allowed URC to achieve phenomenal success since opening its doors in 1991.

URC is a world leader in the custom design, engineering, manufacture and distribution of high quality remote controls and home automation products. The company supplies millions of remote controls each year to consumers around the world through four primary channels: retail, custom professional, subscription broadcast and OEM.

We show that our employees are appreciated through a generous compensation plan, a pleasant, positive work environment and the opportunity for both personal and professional growth.

Technical Support Specialist

- **Diagnose and troubleshoot technical issues for an array of equipment.**
- **Resolve customer questions and concerns regarding operation and programming issues.**
- **Manage technical sales relationships**
- **Train customers on the proper use of the equipment.**
- **Support the field sales team and management.**

The ideal candidate for this position will possess a proven record of success in a fast-paced environment, and be organized and supportive of corporate goals and objectives. We are seeking candidate who has experience in custom installation of residential and commercial electronic A/V product. Experience with computer based control systems, home theater, IR routing and multi-source/zone installations a must. This position offers tremendous growth potential. Ideal candidate will be organized, have strong communication skills and excel working in a team environment. Some travel may be required. A college degree preferred.

Responsibilities include troubleshooting, diagnosing and solving technical issues, maintaining a growing customer-base by providing excellent customer service; participating in, and actively supporting all training and technical sales programs; acquiring and maintaining a complete understanding and working knowledge of URC's product line and the equipment it interfaces with.

A Truly Rewarding Career For The Serious Technical Support \ Customer Service Professional

At Universal Remote Control, Inc. you will work a Monday through Friday, 9:00am to 5:30pm work schedule. You will receive a generous salary commensurate with experience and a comprehensive benefits package that includes; medical insurance with Blue Cross and Blue Shield, a 401K plan with a company percentage matched contribution, paid holidays, paid vacations, and have access to a host of additional benefits.

This is a truly extraordinary career opportunity, offering unlimited potential for both financial rewards and personal achievement. If you are a motivated individual possessing the same commitment to excellence ascribed to by **Universal Remote Control**, you owe it to yourself to look into this outstanding opportunity.

The preferred method for submitting your resume is by attaching your resume as a Word document and e-mail it to: hr@urcmx.com or, fax your resume to Human Resources at (914) 835-5012. Please include a cover letter with salary requirements.