

Position	Technical Support Engineer – Networked AV
Start Date	ASAP
Location	Frankfurt, Germany
About Atlona	<p>Founded in 2003, Atlona has been designing and engineering award-winning products for a diverse range of residential AV and commercial AV/IT markets, including education, business, government, entertainment and healthcare. The company attracts progressive, agile and entrepreneurial leaders that have strong business acumen combined with a customer centric orientation.</p> <p>Atlona offers a fast paced, and creative environment where employees around the world can grow and evolve to keep up with the speed of technological advancements continually reshaping the industry.</p> <p>Committed to changing the world, Atlona offers its employees a culture where they can pursue their professional and personal interests and love what they do. Atlona is seeking trailblazers and out of the box thinkers. Our employees are shaping the world of tomorrow and driving innovation. We invite you to explore the job opportunities available at Atlona.</p>
Job Description	<p>You've been working with Networked AV and AV systems for a few years or maybe for many years, long enough that you can put the pieces together blindfolded and with one hand tied behind your back. Okay, so we know that's not really possible. But you are a mid-level or senior AV installer who knows AV control systems inside and out. You've been a road warrior, and now you're eager for better work/life balance, helping customers with your knowledge of installation, troubleshooting, and systems issues. You are the ideal candidate for one of Atlona's Technical Support Engineer (TSE) roles, since we are looking for experienced and advanced TSEs to provide tech support to our growing list of clients.</p> <p>What You'll Do: Reporting to the Director of Technical Services, EMEA, you will enjoy working at our new Frankfurt, Germany facility with its open floor plan, abundant parking and easy access to public transportation. Your mission as a Technical Support Engineer will be to delight our customers with your amazing service and your knowledge of our products and systems. Responsibilities for a Technical Support Engineer include:</p> <ul style="list-style-type: none"> • Replicate issues to determine possible fixes/resolution for domestic and international customers. • Become the product specific/subject matter expert in several of our technologies and products. • Collaborate with an Escalation Engineer and/or Engineering as needed for escalation path; to provide pertinent data to progress the case up to case resolution of Atlona's multi-range AV products and clearly document those processes in the CRM system • Provide pertinent data to progress the case up to case resolution of Atlona's multi-range AV products, and clearly document those processes in the CRM system.

	<ul style="list-style-type: none"> • Engage yourself with developing material for Atlona product training videos based on the topmost FAQs. • Participate in solutions creation, engage in solution reviews, and conduct tech lunches at least every other quarter. • Lead and cultivate other team members on issues not found in our knowledge database, and assist them in system test and configuration for shipments regarding returned merchandise authorizations (RMA). • Consult with supervisor/manager on issues related to RMA returns. • Work cohesively with supervisor/director on projects that provide efficiencies for Technical Assistance Center and RMA teams. • Able to travel and support customers on-site (10-15%).
<p>Required Experience</p>	<ul style="list-style-type: none"> • Bachelor's Degree in Electrical Engineering or equivalent experience • Minimum of 2 years as an AV installer – required, more is a plus • CTS certification is a definite PLUS, preferably CTS General and an additional CTS Specialist certification • Networking knowledge at CCENT/CCNA level, a certification is a definite PLUS • Experience with CRM and/or trouble ticketing systems • Experience with AES67, Dante networks setup and troubleshooting • Detail-oriented, team player with superb written and oral communication skills • Ability to work in a dynamic and growing start-up environment • Knowledge of HDMI, EDID, RS-232, IR, cabling (TP, UTP), TCP/IP highly desirable. • Fluent in English and German (oral and written), at least one other language, more language(s) advantage
<p>Reporting to</p>	<p>Director of Technical Services, EMEA</p>
<p>Contact: For applications please send your details to Harleen Sidhu at harleen.sidhu@panduit.com</p>	