

# **Job Description**

## **NVR Technician II**

**Department:** Pinnacle Communications – Service

**Location:** Fargo, ND

**Job Title:** NVR Technician II

**Reports To:** Service Manager

**Type of Position:** Full-time, 40hrs/week

### **General Description:**

Provides NVR technical support and acts as primary liaison between customer, vendors, and field service technicians for all repairs and services, specializing in IP camera systems in the hospitality and commercial industries.

Answer a high volume of telephone calls from customers and field service agents regarding service requests, troubleshoot issues to resolution, dispatch field agents to resolve more complex issues, insure prompt closure of all assigned service calls. Dispatch field service or independent contractors nationwide.

Provide first level technical support for customers and field service agents regarding installation, repair, maintenance and integration of IP camera systems. Handle all service requests in a timely and cost-effective manner to include controlling labor, travel and parts expenses

Use web-based tools to gain remote access to on site equipment, run diagnostics to identify fault and implement a timely and cost-effective resolution or initiate other corrective action. Monitor remote dashboards for alert notifications and proactively work for timely resolution minimizing system down time.

Set up independent contractor's for a specific state or metropolitan area; negotiate prices to establish hourly/trip rates and submit new vendor welcome packet. Ensure field agents are performing customer service standards and expectations and are providing quality products and workmanship.

Process parts orders, RMAs, warranty and non-warranty replacement for customers and service agents. Maintain service database and documents; follow department policies and procedures, participate in department meetings and training sessions.

Shift will typically be a 7 – 9-hour shift between the hours of 7 AM – 6 PM EST, hours subject to change dependent on company and customer needs.

#### Education and Experience Required

- High School diploma, certificate/diploma in electronic repair with 4 years of experience in a technical service environment or an AA degree with 3 years of equivalent technical experience, additional experience may off-set educational requirements.
- Excellent telephone, verbal and written business communications, conflict resolution and problem-solving skills.
- Ability to stand on-call rotation; work overtime, holidays and weekends as required.
  
- Basic to Intermediate understanding of the theory and application of remote support/diagnostics, establishing remote connections, configuration files, basic networking knowledge.
- Familiarity with Windows7, 8, 8.1, 10, Server 2012, Ubuntu Linux.
  
- Familiarity with Windows Disk Management, Windows Defender Security Center, Firewall Port Forwarding, Event Logs, Task Manager/Resource Monitor.
  
- Familiarity with HP, Netgear, Cisco, Brocade, TP-LINK switches and their GUI/CLI interfaces
  
- Ability to access MAC Address Tables, Interface Statistics, PoE Stats, Power Cycles individual PoE ports, VLAN programming and more
  
- Diagnostics of Software and Hardware, consulting firmware and software release notes to identify if the issue occurring is common and has been addressed by a particular upgraded software or hardware patch.
  
- Windows Updates, NVR software upgrades, Camera and Encoder firmware upgrades, SSD firmware upgrades, & Windows device driver upgrades.

- Windows stability diagnostics including checking Temperatures, CPU & GPU load, Memory Utilization, Stress Testing, Drive SMART stats.

#### Work environment

Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting. May be required to travel to vendor sites to attend training and/or obtain required certifications. Employee may be required to participate in an offsite service call or installation for training purposes.