

MEDIA VISION USA

The Conference Company®

Diplomacy Technology™ | Conferencing | Electronic Voting | Language Interpretation

JOB DESCRIPTION

TITLE: Support Engineer

PAY RANGE: TBD

GROUP: Technical

EXEMPTION STATUS: Exempt

REPORTS TO: CEO

LOCATION: New York

This job description reflects the general level and nature of the job. It is not intended to be all inclusive.

JOB SUMMARY:

Media Vision USA is seeking a reliable Support Engineer with a strong technical background and a familiarity with conference and simultaneous interpretation. The Support Engineer will also be responsible for communication with the technical teams of current and potential clients as well as internal team members.

PRIMARY DUTIES/RESPONSIBILITIES:

Technical - 80%

- Direct contact with the factory (China) engineers for technical information
- Provide onsite/online tech support for all current and potential clients
- Creation of project specific technical documents, including diagrams, signal flow charts, connectivity instructions, etc.
- Attend project meetings as needed for technical information
- Maintain ongoing education of the products as items are upgraded and new items are released

Office Duties – 20%

- Answering incoming phone calls
- Preparing Quotations and Technical Proposals
- Organizing Equipment for Demonstration

SECONDARY DUTIES/RESPONSIBILITIES:

- Participates as needed in special projects.
- Other duties as assigned.

KNOWLEDGE/EXPERIENCE/EDUCATION REQUIRED:

- Work requires consistent attention to detail in materials, establishing priorities and meeting deadlines.
- Fluent in English and Mandarin
- Possession of a BS/BA Degree in Engineering.
- Must be proactive, self-directing and task oriented.
- Skills: MS Office: Outlook, Word, Excel, PowerPoint; AutoCAD; excellent spelling and grammar; exceptional organization; and able to multi-task.
- Personality: Upbeat, energetic, takes initiative, dependable, takes pride in work
- Professional Appearance
- Must be able to handle sensitive and confidential situations. Position continually

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requires demonstrated poise, tact and diplomacy.

- Good planning and organizational skills.
- Ability to maintain flexible attitude and approach towards assignments and successfully operate under ambiguous guidelines in a changing environment.
- Must have valid driver's license, a car and car insurance.

KNOWLEDGE/EXPERIENCE/EDUCATION PREFERRED:

- Prefer Bachelor's degree or greater.
- Experience in simultaneous interpretation and conferencing.
- Previous audiovisual experience a plus.
- Experience in technical support/troubleshooting a plus.

TRAVEL: Travel is estimated at 40%.

SUPERVISION: Is supervised by Fardad Zabetian.

CONTACTS: Heavy internal and moderate external contact.

PHYSICAL REQUIREMENTS: The physical requirements listed are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to sit, bend, and reach with hands and arms.
- Able to lift approximately 75-100 lbs.
- Able to climb stairs
- Able to work overtime occasionally at last minute
- Able to drive a car

HOW TO APPLY: If you meet the above requirements, please email your resume and cover letter to alissa@mediavisionusa.com. Include "Support Engineer" in the subject line. No phone calls please.