

AVPRO GLOBAL HOLDINGS, INC

📞 US TOLL FREE: 877-886-5112 | INTERNATIONAL: +1-605-274-6055

📍 2222 E 52ND STREET N | SIOUX FALLS, SD, 57104

Title: AVPro Global Holding's Technical Customer Support Representative (Tampa/St Petersburg Office and Las Vegas Office)

Technical Support Positions available in Las Vegas, NV and St Petersburg, FL – Successful candidates will have significant AV experience in troubleshooting and system design using matrix switches, AV over IP systems and point-to-point distribution systems. Knowledge of HDMI test equipment is a bonus.

Department: Technical Support

Reports to: Technical Support Director

Essential Job Duties:

Fielding technical support calls from A/V integrators, Installers, and Field Service Technicians. You will be providing phone technical support on:

- Audio Visual systems in home theaters and whole home distribution networks
- Audio Visual systems in commercial environments like house of worship, education, and government
- Networked Audio-Visual systems
- HDMI testing and troubleshooting equipment
- Control systems like Crestron/Control 4/Savant/URC, etc...

Work Responsibilities:

- Being very organized and managing multiple tickets
- Customer service first mentality
- Be knowledgeable in multiple areas including troubleshooting, control, firmware, software
- Ability to remain calm under pressure.
- Travel Opportunities (for Tradeshows, Trainings, etc.)
- Quality Assurance (QA) of our products
- Testing equipment and AV system building
- Answering phones is about 95% of your day

Required or Plus:

- Historical experience in the Audio/Visual or IT Technical field OR Previous Management Experience
- CTS/ISF Certification is a plus but not required
- Knowledge of Crestron, Control 4, Savant or similar is a plus but not required
- Must enjoy modern technology and working with pro and consumer electronics
- Bilingual (English/Spanish) a plus



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Departmental Required Skills:

- Strong technical acumen
- Ability to understand complex electronic systems
- Ability to learn new skills and always be developing
- Strong interpersonal skills which promote collaboration (get along with a team)
- Strong communication skills which effectively convey and receive messages in person as well as via phone, email, and social media
- Ability to meet tight deadlines and respond appropriately to time-sensitive issues.
- Must be willing to work hard and put in extra effort during crunch times.

Preferred Experience, Skills, Training/Education:

- AAS or better in Business, Management, or a Technical Field
- Field experience in IT or other technical systems
- Excellent at seeing a project from start to finish
- Works Quickly in an organized manner

Compensation:

- Based on experience ranges from \$40,000 to \$65,000 yearly

Benefits offered:

- Health, Dental, Vision, Life, & 401K
- Holidays, paid time off, vacation, flex scheduling
- Paid training

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