

## Warehouse Technician

### Overview:

We are looking for a mature individual to help maintain our extensive inventory of A/V and computer rental equipment. You will work in our climate-controlled warehouse to ship, receive and QA equipment as it cycles in and out to tradeshow. Your primary mission will be to maintain this equipment, and pack and ship it out for client orders. When the equipment returns, you will need to process it in and add it to inventory after following QA procedures inspecting for damage and functionality. This job requires attention to detail and ability to follow procedures to ensure successful tradeshow. You will, on occasion, be asked to travel to these shows to assist the technical team in deployment of equipment. Proficiency in assisting in the warehouse could ultimately result in a promotion within the warehouse or even to our traveling technician team if you possess the right technical and interpersonal skills.

### Essential Responsibilities and Duties.

- Maintain a mix of AV equipment, broadband Internet, IT equipment, and other proprietary technology solutions for tradeshow and events.
- Able to achieve forklift certification.
- Follow shipping and receiving procedures for dock deliveries and pickups
- Able to utilize asset management software for equipment packing and return to inventory.
- Troubleshoot basic issues with Computers, iOS, and A/V technologies.
- Occasional travel to assist others to deploy, support and pack equipment at tradeshow venues.
- Help keep inventory databases up to date and accurate.
- Refurbish and put away equipment to keep warehouse organized when not at shows.
- Asset new equipment into the inventory system.
- Drive company truck to deliver equipment to local customers and venues.
- Load and test client content.
- Perform general cleaning duties around the office and warehouse.

At BrightPipe no two days are the same and you may be asked to perform other duties not listed above.

## Work Schedule:

- In Office: Typically, 40 hours per week Monday-Friday.
- At Event Site: Depends on the event – can include weekends and occasional holidays.
- At busy times of the year overtime work will be required to meet ship dates for events.
- Travel up to 20% on an annual basis. Sometimes little notice may be given.

## Our Ideal Candidate

Should be hard working individual who is interested in all things technical. Basic problem solving, and troubleshooting skills are a plus. Ideal candidates will be able to identify different cable types and what they are used for. Use of basic hand tools including a drill and level and operation of forklift are a plus. Able to carefully handle moving heavy, fragile, expensive equipment. Has the ability to remain calm under pressure. Strong communication, organization, and time management skills.

## Expectations:

- Must be an excellent communicator - in writing, over the phone, and in person.
- Be proactive in communication as we are frequently working remotely.
- Works efficiently and is detail oriented.
- Team player, willing to help the company meet their goals.
- Ability to work without oversight.
- Performs all duties with excellence.
- Willingness to adapt and be flexible.
- Willing to constantly learn both new technical skills and develop interpersonal skills.
- Appreciates and welcomes feedback.
- Strives for self-improvement.
- Low drama, high capacity, with a do whatever it takes attitude.
- Refuse to lose or fail.
- Takes initiative and is proactive.
- Ability to lift 65 pounds.
- Able to work from ladders or lifts.
- Valid US drivers license and good driving record are required.
- US Passport is a plus.
- Must own smartphone for communication via voice, text, and email.
- Must have ability to stand on feet and work for long periods of time.
- Must be able to work in environments that are not always climate controlled – tradeshow venues are not generally heated or cooled during installation times.



- Has reliable transportation.
- Non-Smoker.

## Directly Applicable Experience

An ideal candidate would come to us with direct experience in one or more of the following areas or job functions:

- Warehouse pick and pack experience.
- Using inventory system for check-in / check-out of equipment.
- Driving box truck – highway and city.
- Shipping experience – FTL and LTL carriers.
- Computer and/or AV hardware.

## A Career at BrightPipe

BrightPipe provides audio visual services to our clients at trade shows. Our company is the 'little guy' competing with, and consistently winning business from the 800-pound gorillas of the industry. We do this because we have a tight-knit team of exceptional people that all share the same values and mission. We have processes and procedures in place to ensure our client events go off without a hitch every single time. We are currently looking to add new team members as new customers approach us daily to engage our services.

Jobs in the event industry are not easy. Travel is required so if being away from home for a week or so at a time is a challenge then BrightPipe is not right for you. However, if you love technology, if you get excited about being hands on with the latest AV gear, if you like traveling to new cities then this is a great career opportunity for you. There is nothing more satisfying to our team than seeing our work helping our customer's vision come to life. This brings immense satisfaction and is a source of great pride for every member of our team. We do it better than the other guys – we have had some clients for over 20 years - that doesn't happen by accident.

BrightPipe was built on relationships with our customers – many of whom have become our lifelong friends. Every position at our company interfaces with our clients at some point. We are looking for people that love technology and love people too. No two days here are the same, we are always working on something new. If you are interested in joining a company where you are not just a 'number' but have a name and a voice, then we would love to hear from you.

Benefits:

- Healthcare
- Dental
- Vision



5330 Oakdale Rd, Suite D.  
Smyrna, Ga 30082  
voice (770) 819-8881, fax (770) 819-6787

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- Life Insurance
- Matching 401K
- PTO
- Overtime Pay
- AAA Membership
- TSA Precheck
- Quarterly Car Wash
- Flexible Work Schedule
- Spot Bonuses
- Year End Bonuses
- Fitness Support

We have several open positions, if you are interested in more information, please email your inquiry and resume to: [careers@brightpipe.com](mailto:careers@brightpipe.com)