



Computer Systems Technician

Overview

We are seeking a Computer Systems Technician capable of servicing and repairing Windows-based computer systems and iOS devices. In this role, you'll assist in the diagnosing/repair of computer and A/V hardware, backup/restore computer images, and perform maintenance on our MDM platform. This position involves moderate travel to aid in the primary mission of the company which is to deploy A/V equipment at tradeshow.

Essential Responsibilities and Duties:

- Repair and diagnose computer hardware and software for Windows 7, Windows 10, and iOS devices.
- Update and deploy our images to Windows-based computer hardware.
- Refurbish iOS devices returning from tradeshow, which involves the erasure and reprovisioning of devices using Cisco Meraki.
- Provision new Windows and iOS devices. Update internal inventory systems.
- Test internally built software; Provide detailed reports of bugs and other issues.
- Test content (Websites, Interactive PDFs, PowerPoints, Videos, etc.) provided by clients and provide feedback.
- Manage company eBay Store – list items and handle communication with buyers.
- Involves moderate travel across the country to deploy a mix of AV equipment, broadband Internet, IT equipment, software, and other proprietary technology solutions at tradeshow and events.
- Research new audio/visual equipment to utilize at tradeshow.
- Basic website maintenance and administration.
- Work alongside warehouse technicians to assist with packing equipment for tradeshow.
- Author documentation and procedures for equipment and software.

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 during the year overtime will be required to meet our ship dates and show schedule.
- Travel up to 20% on an annual basis. Sometimes little notice may be given.

Our Ideal Candidate:

The best candidates for this position should be tech savvy with excellent analytical, problem solving, and troubleshooting skills. In addition to technical skills, they will also possess interpersonal skills and be able to communicate effectively in a fast-paced work environment.



We are looking for a team player that will assist others with any task that may need to be performed so the company can deliver on it's primary mission of excellent service and support of A/V equipment. Direct work experience in deployment and management of Windows-based computer and iOS based mobile devices would be beneficial. Additional experience in break-fix repair, repair of electronic circuits and software experience is also of interest.

Expectations:

- Can effectively communicate with clients and team members.
- Willing to constantly learn both new technical skills and develop interpersonal skills.
- Strives for self-improvement.
- Ability to work without oversight.
- Have a moderate proficiency in the repair/diagnostics of hardware and software.
- Have a strong knowledge of Windows 7, Windows 10, and iOS devices.
- Capable of performing basic network troubleshooting.
- Team player, willing to help the company meet goals.
- Performs all duties with excellence.
- Have a willingness to learn and perform administration on several internal systems: Meraki, FOG Project, Airtable.
- Willing to travel up to 20% of the time.
- Must own smartphone for communication via voice, text, and email.
- Able to lift 65 pounds.
- Comfortable using ladders or lifts extending 10ft or higher.
- Can stand for long periods of time.
- Able to work from ladders or lifts.
- Low drama, high capacity, with a do whatever it takes attitude.
- Refuse to lose or fail.
- Must be able to work in environments that are not always climate controlled – tradeshow venues are not generally heated or cooled during installation times.
- Valid US Driver's License and good driving record.
- US Passport is a plus.
- 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:

- PC Break/Fix Repair
- Light knowledge with a programming language and/or making API calls
- Prior experience providing software QA support
- Technical Writing



- Google IT Certificate or other certifications
- Prior experience in tradeshow environments
- CompTIA A+ Certification
- Prior experience working with inventory systems

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



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