



Support Specialist

Amber Technology, an Australian ASX listed Company, is a leading distributor of audio-visual solutions for installation projects in Australia and New Zealand, for specialist communications segments including professional broadcast, media & communications, live sound & production, music instruments & sound recording, residential & commercial installations, and home entertainment.

With an impressive portfolio in excess of 100 diverse brands across all of market segments, Amber has set the benchmark in sourcing, supplying and supporting the best customer focused solutions.

An exceptional career opportunity awaits to join the Amber Team that proudly consists of industry experts with outstanding experience.

In your new role as a Support Specialist, you will be tasked with ensuring customer issues and fault repairs are dealt with in a timely manner and professionally resolved by Vendors. You will provide clear instructions and ongoing communication with Customers, Integrators, Vendors, and internal resources to ensure proper resolution of issues, continually improving processes and responsibilities.

At a technical level, you will provide first level hardware and software support of the specific broadcast and media systems by handling service calls, repairing equipment and managing small projects. You will be required to manage tasks using a ticket-tracking system and CRM tools covering repairs, delivery, and installations. Other responsibilities include pre-delivery testing and configuration, installation, training, and documentation; presales support with system specifications; tender assistance; and preparing systems for demonstrations and trade shows.

You will be an energetic and customer focused Support Engineer, ideally degree qualified or suitably experienced. You will have strong analytical and problem-solving skills and able to manage multiple tasks. You will have good experience with computer-based hardware and software and various operating systems. Experience supporting broadcast and peripheral systems would be expected and specific knowledge of AVID and EVS software would be highly regarded. Competent with Office 365, a working knowledge of Media Asset Management systems and experience with CAD and MS Visio would also be advantageous.

The Company has great employees and offers a really nice work environment, with a competitive salary, onsite parking and overtime as required.

Please call **Phil Holey** on 02 9904 4414 and 0412 311 107 and email your CV in MICROSOFT WORD together with a covering letter indicating your matching skills. Email both as Word docs to jobs@interlogic.com.au Quote 9243L

