



## **Job Description – Technical Support Specialist**

Exacq Technologies, Inc.

July 2010

### **Job Description**

Exacq Technologies, a rapidly-growing manufacturer of IP video surveillance software and systems, is seeking to expand its technical support staff. Highly skilled and motivated professionals are desired to ensure complete customer satisfaction.

The technical support specialist will interact with security sales and installation personnel via telephone and email to assist with specification, installation, operation, and troubleshooting of exacqVision hardware and software.

### **Responsibilities include:**

- Ensure pre-sales and post-sale satisfaction with exacqVision products via telephone and e-mail communication with customers
- Support sales and customer applications
- Test and/or document digital video recording hardware and software

### **Required Skills/Qualifications:**

- AS or BS (or equivalent experience) in Computer Science, Electrical Engineering, Information Technology or related field
- Experience with MS Windows or Linux and PC platform
- Experience with computer networking
- Ability to work with minimal supervision

#### Other desirable skills:

- Experience with digital video capture, compression, or streaming
- Experience with CCTV security video systems
- Relevant job experience