

MEDIA VISION

The Conference Company

Diplomacy Technology™ | Conferencing | Electronic Voting | Language Interpretation

Product Specialist

New York, NY

Media Vision is an award-winning, fast-growing company with 9 offices across North America and Europe. We are a leading provider of professional audio solutions that improve intelligibility and participation for effective meetings, including: conference microphone systems, simultaneous interpreting, assistive listening, and a multichannel streaming solution. Our expertise covers permanent installation projects for corporate boardrooms, government councils, university auditoriums, and more meeting environments; as well as conference-style events including prestigious international organizations.

This Product Specialist position is an outstanding opportunity to join a vibrant, growth-oriented organization where employees take great pride in their work and their company. As Product Specialist, you will be responsible for the timely and accurate communication to the technical teams of current and potential clients as well as internal team members. The Product Specialist will offer system designs, troubleshoot existing systems and train clients online and onsite. You will report to our Director of Product Management and be supported by some of the best people in the industry.

Primary Responsibilities

- Review and create complex system designs
- Provide online and onsite technical training and Pre-Sale Support
- Level II Technical Support via phone/email/remote desktop
- Log and Track to resolution, support cases with internal and external customers via CSM
- Other duties as assigned

Requirements

Passion for the industry of Audio, Video and Information Technology

3 years of experience in the AV or IT industry

Articulate communicator and analytical thinker; ready to solve complex technical issues

Work requires consistent attention to detail in establishing priorities and meeting deadlines

Ability to manage multiple projects and deliver on time

Must have valid driver's license

Compensation

The position includes a competitive salary based on experience, generous benefits, and the opportunity to grow your career while having a significant impact on the success of a fast-growing company.

How to Apply

Email your resume along with an explanation of why you would be a good addition to our team to wesley@media-vision.com, including "Product Specialist - NY" in the subject line. Also, please

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include a salary history/expectation in your response. We are also open to more creative applications, but no phone calls please.