

**GAME CREEK VIDEO
JOB DESCRIPTION**

TITLE: Equipment Maintenance Specialist

DEPARTMENT: Equipment Repair

JOB LOCATION: Hudson, NH

REPORTS TO: Equipment Resource Manager

POSITION OVERVIEW:

The Equipment Maintenance Specialist is responsible for daily equipment maintenance, repairs, and testing to ensure Game Creek Video's valuable inventory is in working order and ready to be dispatched to clients. Under the direction of the Equipment Resource Manager, this individual will utilize extensive knowledge of television broadcast equipment, parts, hardware, and software as well as relationships with vendors to identify and execute repair and QC work that can be completed at the on-site repair workshop. He/she would also have secondary responsibilities to participate in the overall repair workflow, track and manage firmware across identified equipment across the fleet, as well as provide some technical assistance to engineers in the field.

TOP FIVE RESULTS:

- Management of items designated for in-house repair
- Mantis activity monitoring and proper response to items as assigned
- Accurate reporting outlining parts & labor / scope of work for each repair completed
- Timely and thorough customer service to internal clients
- Last-minute equipment needs are met with flexibility and attention to detail

JOB RESPONSIBILITIES:

- Manage and oversee the on-site equipment repair workshop / bench area, ensuring proper organization of assets, tools, and test equipment for conducting repair tasks and ensure proper handling of delicate equipment
- Utilizing Mantis reporting tool and inventory system, monitor stream of incoming repair tickets and communicate with staff if some issues can be corrected in the field with additional steps or part orders in lieu of leaving the mobile unit for repair
- Provide remote and on-site technical assistance and leadership to Engineers and Apprentices in the areas of equipment troubleshooting, cable repairs, and normal operating limitations of equipment; participate in onsite training initiatives as required
- In conjunction with Equipment Resource Manager and written descriptions in Mantis tool, accept a balanced workload of in-house repair work by redirecting arriving items from the repair shelves into the workshop

- Execute on-site equipment repairs by using standard bench techniques, such as: testing and reproduction of issues, photo documentation, isolation to parts/boards, ordering parts, installation, and testing/QC
- Proactively communicate with staff and vendors in order to properly diagnose and reproduce issues while attempting repairs
- Ensure proper cost control of repairs conducted through accurate tracking of hours, part orders, and stocked parts using Mantis and Google Document tools so accurate invoices can be generated
- Provide technical assistance to Equipment Resource Manager in assessing the value of external equipment repairs by evaluating estimates/scope of work received from repair vendors
- Assist Logistics team to help diagnose and repair small equipment issues from non-ticketed equipment arriving back at the shop from large events
- Monitor technical and firmware updates issued from vendors and serve as liaison to recommend and execute firmware updates for equipment across the fleet; utilize spreadsheet tools to keep accurate tracking of current versions
- Coordinate with engineers and engineering managers of visiting trucks to conduct firmware changes and other best practices for continuing equipment upkeep
- In collaboration with the rest of Asset Management team, routinely assess the strengths of the Mantis/ER system and identify areas for improvement

JOB REQUIREMENTS:

- Ability to manage a fluctuating workload with competing priorities in a constant pressure and deadline-driven environment
- Must be organized, detail-oriented, and possess a high degree of accuracy
- Effective verbal and written communication skills; communicate pertinent logistics-related information clearly, accurately, thoroughly, and effectively with all levels of the company in a timely manner; strong follow-up skills
- Ability to use active listening and problem-solving to assist in decision-making that meets the best interests of the company
- Ability to take initiative and be proactive in identifying problems before they occur and offering potential solutions
- Excellent customer service orientation
- Self-motivational personality with exceptional attendance and punctuality
- Ability to work in a team-oriented environment while maintaining an individual workload

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent; Technical school or BA/BS preferred
- 2+ years of work experience in an office or shop environment
- Component level repair capability and ability to solder proficiently
- Familiarity with broadcast equipment
- Proficient computer skills, including Excel
- Ability to be on-call during evening, weekend, and holiday hours
- COVID-19 vaccination unless reasonable accommodation is approved

PHYSICAL JOB REQUIREMENTS:

- Must be able to walk or stand up to 8 hours at a time
- Ability to bend, squat, kneel on both knees, and climb stairs frequently
- Ability to lift up to 50-75 lbs. frequently
- Ability to carry 50 lbs. a distance of 50 feet occasionally
- Ability to pinch (10 lbs.) and grip (50 lbs.) related broadcast equipment
- Must be able to maintain a position within a space 3.5 - 4 feet tall up to 1 minute occasionally
- Ability to horizontally transfer 40 lbs. on a push-pull cart up to 50 feet
- Ability to vertically transfer 50 lbs. on a push-pull system with upper extremities only from 4.5 – 6 feet
- Ability to ascend and descend a ladder

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