



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 work that can be completed at the onsite repair workshop. He/she would also have secondary responsibilities to track and manage firmware across identified equipment for the fleet, as well as provide technical assistance to the staff.

TOP FIVE RESULTS:

- Execute repairs for Game Creek Video equipment
- Mantis tickets are updated with accurate and thorough repair information
- Accurate reporting outlining parts & labor
- Thorough communication to staff
- Last-minute equipment needs are managed

JOB RESPONSIBILITIES:

- Manage the onsite equipment repair workshop / bench area, ensuring proper organization of assets, tools, and test equipment for conducting repair tasks and ensuring proper handling of delicate equipment
- Utilize Mantis reporting tool and inventory system, monitor stream of incoming repair tickets, and communicate with staff when issues can be corrected in the field with additional steps or part orders in lieu of leaving the mobile unit for repair
- Provide technical assistance and leadership to staff in the areas of equipment troubleshooting and normal operation
- 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 onsite 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 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 so accurate invoices can be generated
- Provide technical assistance to department in assessing the value of external equipment repairs
- 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
- In collaboration with the rest of the department, routinely assess the strengths of the Mantis and other systems 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 with all levels of the company
- Strong follow-up skills
- Ability to be proactive in identifying problems before they occur and offer potential solutions
- Excellent customer service orientation
- Self-motivated personality with exceptional attendance and punctuality
- Ability to work in a team-oriented environment while maintaining an individual workload

MINIMUM QUALIFICATIONS:

- Component level repair capability and ability to solder required
- Familiarity with broadcast equipment required (Sony cameras, Canon lenses, Chyron graphics, EVS replay, firmware, software, fiber optics)
- High school diploma or equivalent; technical school or BA/BS preferred
- 5+ years of work experience in the broadcast industry highly preferred
- Proficient computer skills
- 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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