



TITLE: Repair Technician

DEPARTMENT: Equipment Repair

JOB LOCATION: Hudson, NH

REPORTS TO: Equipment Resource Manager

POSITION OVERVIEW:

The Repair Technician is responsible for daily equipment processing, testing, and repair to ensure Game Creek Video's valuable inventory is in working order and ready to be used by clients. This role will work closely with the team to learn how to troubleshoot equipment, follow repair procedures, and process repair items as they arrive at the shop.

5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- Receive and process repair items
- Equipment troubleshooting and repair
- Mantis ticket system monitoring and tracking
- Communication with team
- Adherence to inventory control procedures

JOB RESPONSIBILITIES:

- Complete broadcast equipment troubleshooting and repair under guidance of repair team
- Properly document repair progress; this includes testing and reproduction of issues, photos, isolation to parts/boards, part numbers, installation, and final testing
- Proactively communicate with staff and vendors to properly diagnose and reproduce issues while attempting repairs
- Follow procedures regarding parts ordering and hours tracking
- 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 staging shelves into the workshop
- Maintain organization of equipment repair staging areas by vendor and ensure all racks are tidy
- Prioritize requests that deserve immediate attention based on direction from the Equipment Resource Manager
- Keep integrity of inventory control database, ensuring barcodes and serial numbers are kept accurate throughout the equipment repair process; ensure procedures are followed when equipment is returned, replaced, disposed of, barcode removed, etc.
- Receive incoming repair items at the field shop, update item status in Mantis, print repair tag, and route to shipping area, repair bench, or repair staging; identify accessories or adjoining items that may need an additional repair ticket; return to shop stock, disposal area, or truck bin

- Assess the quality of returned vendor repairs and communicate errors with Equipment Resource Manager as well as vendor contacts

JOB REQUIREMENTS:

- Excellent customer service orientation
- 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 information clearly, accurately, thoroughly, and effectively with all levels of the company in a timely manner
- Strong follow-up skills
- Ability to be proactive in identifying problems before they occur and offer potential solutions
- Self-motivational personality with exceptional attendance and punctuality
- Ability to work in a team-oriented environment while maintaining an individual workload

MINIMUM QUALIFICATIONS:

- Equipment troubleshooting experience required
- Component level repair capability and ability to solder preferred
- High school diploma or equivalent; technical school or BA/BS preferred
- 2+ years of work experience in the broadcast industry preferred
- Proficient computer skills

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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