



Support and Service Analyst

Creative power made easy. Unleash storytelling.

We believe in the power of stories to make a difference. To make a difference for societies, communities, and individuals. Stories educate and engage in multiple perspectives, bringing clarity, balance, and understanding. Stories push for change and fight for the things we love. Our customers tell stories that reach 3 billion people a day with perspectives that change the world and entertainment that brightens the day for many. Vizrt/NewTek empowers stories that engage and impact societies through the creation of sophisticated tools for the storyteller to flourish in the art of storytelling. We will continue to take bold steps, act fast together and are committed to making an impact. If you are interested in challenging the status quo, join our movement.

What You'll Do:

The Support and Service Analyst position provides live and email support to our customers as well as high-quality repairs to NewTek computer-based hardware products. They work closely with local and overseas NewTek departments and NewTek channel partners to provide best-of-breed solutions and a professional customer experience.

Candidates must work effectively in a team environment as well as operate independently with minimal supervision, communicating effectively with all staff members and at all levels. The role includes maintaining a neat, clean and organized workspace.

Support

- Resolve customer issues via phone, email, or chat
- Track all customers' interactions in CRM
- Point customers to resources, i.e. training, dealer, forums, etc.
- Provide troubleshooting steps to resolve issues with NewTek products
- Assist customers with product registration
- Communicate and coordinate with other NewTek departments or partners
- Direct unresolved issues to the appropriate resource
- Day to day management of caseload
- Monitor the NewTek user and reseller forums
- Stay on top of current product issues and solutions
- Be available to answer tech questions, provide documentation and help facilitate solutions and workflows for the sales team, distributors and resellers
- Liaise with support, repair and engineering teams in our San Antonio, TX office
- Document customer workflows and utilize the staging area to replicate customer issues
- Support NewTek key accounts and customers at the direction of Support Management
- Serve as subject matter experts in operation of NewTek products for customers
- Troubleshoot hardware issues and make recommendations of in-field repairs
- Identify trends and report to NewTek QA-Engineering
- Identify production issues due to customer network and offer solutions within reason
- Provided after hours, weekend, and holiday support direct to customers/end-users
- Creates knowledge base articles to inform customer on possible solutions
- Define roles and manage internal company streaming productions

Repair

- Possess experience in troubleshooting, diagnosing and repair of electronics
- Possess experience to setup and operate test equipment to test PC and A/V equipment
- Familiarity with analog and digital audio/video test equipment and standards
- Failure analysis experience, diagnosing non-operating equipment to the point of failure
- Able to read and comprehend detailed guidelines and instructions
- Strong analytical skills

General

- Act as company liaison
- Attend training at our San Antonio, TX office
- Gain the ability to demonstrate a clear understanding of all NewTek support, repair & sales procedures
- Help keep demo equipment assigned to the region current and in full working order
- Provide general office administrative support & logistics e.g. answering phones, accepting and dispatching of deliveries.
- Ability to operate independently whilst also accepting direction

What You Bring:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 2 years' experience in live production or related industries
- Understand AV signals and delivery formats
- Thorough understanding of live video production and post-production workflows
- Knowledge of video production hardware and software products
- Understanding of web streaming workflow and technology
- Strong familiarity with Windows operating system
- PC literate including Microsoft Office applications
- Experience with NewTek products a plus
- Excellent customer service skills and experience
- A positive, energetic demeanor
- Attention to detail; well organized
- Professional written and verbal communication
- Technical aptitude; a problem solver
- Good work ethics; addresses responsibilities and work hours professionally
- Must have a valid passport and be able to travel Internationally
- Must have a clean driver's license
- BS degree in Information Technology, Computer Science or relevant field
- Additional certification in Microsoft, Linux, Cisco or similar technologies is a plus

What We Offer:

- We offer an exciting opportunity in an expanding international company with the potential for personal growth
- A caring environment with regular feedback and personal development
- Excellent time off programs
- A friendly and welcoming work environment with highly skilled colleagues

- We utilize innovative software development technologies and methodologies
- We create software and services that push creative boundaries and develop new ways of telling stories

To apply, please email your resume and cover letter to: resume@newtek.com