



## **Job Title: GPS Product Support Technician**

### **Job Description:**

The position of GPS Product Support Technician is responsible for the maintenance and support of StarChase's GPS hardware used across our product portfolio. GPS devices require data management in multiple systems, firmware and configuration, as well as testing to ensure optimal performance. In addition, the position is responsible for troubleshooting technical issues, assessing hardware damage and potentially repairing hardware whenever possible. Regarding troubleshooting performance, responsibilities include working with hardware suppliers and carriers to identify issues with hardware, firmware and/or network issues. The GPS Product Support Technician will assist engineering in evaluating new hardware and GPS technology and coordinate with manufacturing on the introduction of new GPS products into production. The position is based in the corporate offices in Virginia Beach, VA, and reports to the Chief Technology Officer.

### **Responsibilities:**

- Managing relevant GPS and SIM data in StarChase's Enterprise Portal
- Managing GPS and SIM inventory
- QC parts inspection
- Activating SIMs
- Flashing firmware and firmware checks
- Configuring GPS hardware and running performance tests
- R&D testing of new GPS equipment and SIMs
- Managing and maintaining GPS module and SIM documentation
- Running GPS performance reports
- Processing RMA's for inspection, testing and repair
- SIM management at carriers, provisioning, suspending, deactivating
- Troubleshooting firmware, provisioning or performance issues with carriers and GPS hardware suppliers
- Assisting in researching/vetting/sourcing GPS vendors and product
- Other GPS related data entry and information management in support of Engineering/Manufacturing

A qualified candidates' skill requirements are listed below but not limited to, the following:

- Previous experience with GPS and/or mobile devices in a technical role, configuring or repairing.
- Must possess strong problem solving/troubleshooting and critical thinking skills
- Must have a strong attention to detail
- Computer literate and capable of data entry and data management

\* Position is full-time paid position, although part-time and internships will be considered.

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