



Job Title: Product Installation and Support Technician

The Company:

StarChase, LLC is a Virginia based company that provides ground-breaking GPS tagging and tracking technology to local, state and federal law enforcement agencies worldwide. The chosen candidate will have the opportunity to support a revolutionary solution designed to mitigate the inherent risks surrounding high-speed pursuits. This is an opportunity to work for a ground-breaking company whose product has been featured in *CBS's Morning News*, *The Wall Street Journal* and *FOX News*.

Job Description:

The position provides technical support and installation of hardware into law enforcement vehicles to meet technology specifications. This entails following technical instructions, testing functionality, preparing product for shipment, supporting returned or warranty products, onsite product installation and troubleshooting/repair. This is a full-time position with benefits. The position is based in the corporate offices in Virginia Beach, VA with up to an estimated 70-80% travel. Position reports to Service & Installation Manager.

Responsibilities:

- In-vehicle product installation
- Assist in cross-training reps on install and operation of the system
- In field product support, diagnose and resolve technical issues on-site and work with local agencies on trouble shooting
- Work with training and accounts manager to support installation
- Work with Service & Delivery and engineering staff to support other aspect of product development
- Support company policies and procedures, goals and objectives, and manufacturing practices
- Receive returned systems for warranty or refurbishment
- Receive and field warranty issues, troubleshoot/repair for reinstallation of units.
- Documenting product installations and support efforts.
- Gain product knowledge and installation procedures through mentoring provided by supervisors and management.
- Gain troubleshooting techniques and diagnostic processes through onsite training and peer guidance
- Ensure proficient communication with vendor and agency interfacing skills
- Clean and maintain work area. Turn off and lock out equipment when not in use.
- Identify risk mitigation actions and risks

Technology Support:

- Work closely with CTO and engineering staff to reduce cost in parts and methods through testing and design
- Work with tracking website to support GPS units
- Support GPS module programming, deployment and inventory control
- Advance in-vehicle product installation.

Experience:

- 3-5 years of vehicle installation experience.
- 3+ year(s) of trouble shooting and customer service experience.
- Mechanical/technical capabilities required to support install.
- Fleet maintenance and field experience strongly desired.
- Physical requirements: able to lift 35lbs, comfortable working on vehicles, work conditions include inside and outside installation work (air condition and non-air conditioned), and frequent air travel.

Compensation:

Pay is commensurate with experience.

StarChase provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.