

Job Title:	Technical Support Representative	Job Category:	Technical Support
Location:	Montreal (in office)	Travel Required:	No
Level/Salary Range:	Based on Experience	Position Type:	Full Time

Job Description

MuxLab Inc., a leading technology designer and manufacturer of connectivity solutions for the Pro AV, Broadcast and Structured Cabling market, is actively seeking a **Technical Support Representative** to join our growing team.

With a technical background, and knowledge of data transmission lines, Audio & Video transmission, and high bandwidth systems, IP routing and switching, you will be part of the MuxLab team supporting high speed video products. You will be responsible for receiving, filtering and managing all incoming technical, sales and operations inquiries, as well as managing the return Merchandise Authorization and quality assurance departments. MuxLab offers a unique technical environment composed primarily of engineers implementing cutting edge audio-video technology solutions. At MuxLab you will be exposed to a diverse array of products that are challenging and offer strong opportunities for learning and advancement while maintaining a great work-life balance.

Responsibilities

- Technical and Sales Support Functions:
- Coordinating all communication between Muxlab management and clients
- Receiving and troubleshooting all incoming technical support inquiries
- Receiving, screening and distributing all incoming sales inquiries
- Managing pre-sale and post-sale communications and logistics
- Maintaining and managing entire customer base
- Providing support for all product line inquiries
- Designing, specifying and implementing tradeshow live demo installations
- Testing released products and producing quality assurance reports
- Evaluating and coordinating product release with engineering
- Providing feedback and suggestions for revisions
- Overseeing product testing, repairs and returns
- Assisting in receiving and processing RMAs

Required Skills and Experience

- Must have a DEC in IT or equivalent
- Must have a good knowledge of IP networks
- 5 years + of experience in a Technical Support position.
- Strong written and verbal communication skills.
- Exceptional Customer Service skills.
- Strong technical and analytical skills in networking.

- Solid experience in problem analysis and resolution.
- Must be a self-starter able to work in a multi-technology team environment with a minimum of direction.

Preferred Experience

- Experience working with major Pro AV distributors.
- CTS certification or equivalent industry credentials.
- Spanish speaking a major asset

Compensation and Benefits

- Salary varies upon experience

Apply to careers@muxlab.com