

July 2023

Position Overview:

Pliant Technologies provides professional wireless intercom solutions ranging from simple out-of-the-box configurations to large-scale designs supporting broadcast, live sound, theatre, house of worship and many more. The candidate will serve as the first-tier problem resolution specialist supporting all Pliant Technologies based applications. Our Technology Support Specialist (TSS) will need to have knowledge of wiring diagrams, schematics, electronics operations, and parts functions.

The candidate must be knowledgeable in electronic analog and digital theory, schematics, as well as Audio, RF, and IT networking principles. Skills required should also include system troubleshooting by identifying flaws, testing software and hardware interactions, writing reports, and maintaining test gear. The TSS must be able to work independently and rely on knowledge, experience and judgment to diagnose, interpret and make in-depth problem resolution analyses to both internal and external clients. This position will need to interact directly with key customers as well as sales, engineering, and product management departments.

Primary Core Competencies:

- Strong system troubleshooting skills and isolate non-obvious problems in complex electrical/electronic systems with both Pliant hardware and other devices connected to our systems.
- Basic knowledge of practical electricity/electronics, dealing with ground loop, buzz, hum, low audio, and signal noise.
- Experience operating and troubleshooting 2-Wire intercom systems
- Experience operating and troubleshooting 4-Wire (matrix and matrix-like) intercom systems
- Background working with RF, practical experience not circuit design.
- Excellent computer skills (PC and MAC).
- Experience in live production, could be performance, broadcast, or related.
- General Audio/Video production gear technology.
- Strong network/VPN administrative skills.
- Dante/AES67, AIOP, and configuration experience is a big plus.
- Strong in signal path, routing and system design.
- Customer support experience is helpful.
- Willingness to support a international customer base outside of normal business hours.
- Self-starter that will be on a mission to learn what they need to know.
- Professional at a level that they can build relationships with customers.
- Able to deal with the broad range of technical skills that our customers have, from zero to engineer.
- Travel both domestically and abroad may be required up to 40% of schedule.

Experience and Educational Requirements:

- Minimum of 4 years in real world system operation or troubleshooting roles.
- Demonstrated technical acumen in Audio/Video or related communications industry.
- Proficient in IT systems and configuration.
- Excellent computer skills (PC and MAC).
- Experience in live production, could be performance, broadcast, or related.

Anticipated Company Benefits:

- Salary to be negotiated based on demonstrated experience.
- BCBS insurance eligibility after 60 days minimum service.
- Dental Insurance (Optional)
- Life Insurance (2x Base – company paid; Additional plans at employee expense)
- Vision Insurance (Optional)
- 401k Plan with Discretionary Employer Match
- Flexible Spending Account – (Employee paid)
- Short-Term Disability (Individual employee options offered)

July 26, 2023 – Version approved for external release. MWH

