

## CDS Technical Services Manager

Hitachi Kokusai Electric Comark LLC (d/b/a Comark Communications) is a world market leader in transmitters and RF support equipment for Broadcast Television and Scientific applications. We develop future-proof solutions for our customers and help them with their installation, service, and support

Comark is seeking a self-motivated Broadcast Technical Services Manager for our Comark Digital Services (CDS) business unit. CDS is a team of experienced broadcast professionals who understand the complex world of Computer Networking and Audio / Video Encoding technologies. As the Technical Services Manager, you will be responsible for the technical interactions and relationships with customers, prospects, and partners. You will be responsible for running and maintaining our CDS lab, which is used to validate broadcast workflows and to recreate customer environments for troubleshooting issues. You may also be called upon to support the sales team in pre-sales activities.

### Job Responsibilities:

- Must be able to reliably commute to our Southwick, MA factory
- Travel as needed to customer locations around the United States, 25-35%
- Run and maintain our CDS lab
- Manage CDS equipment loaner pool
- Assist with customer installations on CDS projects
- Provide first level customer support (phone / email)
- Interoperability testing of a variety of 3<sup>rd</sup> party equipment in lab CDS for ATSC 3.0 eco-system
- Interact with 3<sup>rd</sup> party vendors / partners on ATSC 3.0 technologies / equipment
- Support sales group with equipment prep for individual demos / trade shows
- Attend trade shows as necessary (setup / demo support)

### Preferred Skills:

- Microsoft certification in related technologies
- Knowledge of Linux fundamentals
- Basic understanding of VMware and cloud computing
- Knowledge of broadcast equipment and connectivity
- Self-motivated
- Strong communication skills

### Required Qualifications:

- BS / BSc degree in computer science, computer systems analysis, networking (preferred)
- 2+ years of experience in broadcasting or internet technologies (preferred)
- Fluent in English communication, written & verbal
- Authorized to work in the United States

This is an exempt position, expected to be staffed between Oct / Nov 2021. Salary offer will be commensurate with experience. Very strong benefits package including health, dental, 401(k), generous PTO allowance, paid holidays, flex time, and more.