



JOB DESCRIPTION

Position: Technical Support Specialist
Supervisor: Trevis Rakey

Department: Customer Service
Classification: Full Time

General Purpose of Job: This role is responsible for providing in-depth technical support to dealers, consumers, and internal teams. The ideal candidate has hands-on experience with mobile audio products and installation, strong troubleshooting abilities, and maintains a positive, team-oriented attitude when working through complex systems.

Key Responsibilities:

- Provide technical support for car audio, marine, powersports, motorcycle, and OEM applications
- Assist customers in designing and achieving their desired audio systems
- Troubleshoot product and installation-related issues across a wide range of applications
- Design and model enclosures based on customer needs and performance goals
- Guide customers through installation and system integration processes
- Collaborate with internal teams including R&D, Product Planning, Warranty, Marketing, and OEM divisions
- Maintain detailed documentation of support cases and solutions

Qualifications:

- Advanced troubleshooting experience with complex electrical systems—*highly preferred*
- Experience with enclosure design software or acoustic modeling tools—*highly preferred*
- Minimum of 2 years of mobile audio installation experience
- Strong technical knowledge of mobile audio equipment and systems
- Experience integrating aftermarket products into newer vehicles
- Ability to read and interpret vehicle electrical schematics
- Familiarity with and ability to use test equipment such as Digital Multimeters (DMM), Oscilloscopes, and Real-Time Analyzers (RTA)
- Basic algebra and geometry skills (for enclosure design and system calculations)
- Strong problem-solving skills and attention to detail
- Excellent communication skills and ability to work well in a team environment

Essential Functions of Job:

- Must be able to operate a computer and telephone
- Must be able to work collaboratively in a team-focused environment
- Must be able to read, write, and communicate verbally
- Must be able to sit for long periods of time
- Must be able to work 8-5 Mon – Fri on-site in Stillwater, OK