

About Us:

For over 20 years, Carolina Recording Systems (CRS) has provided mission-critical recording hardware and software solutions resulting in 100% customer satisfaction. We have grown with and experienced the rapid evolution of mission-critical communication recording and associated data capture. Public safety organizations and businesses are recording their communications for quality management, training, dispute resolution, legal compliance, and transaction verification purposes. Unlike many companies that include recording solutions as one of their many offerings, CRS focuses exclusively on recording systems and related integrations. Because of this focus, our team of recording systems specialists is considered experts in their craft. Learn more about us at www.crsnc.com.

Benefits:

- Competitive base salary
- Medical insurance
- Paid vacation and sick days
- Paid holidays
- Remote work environment
- State-of-the-art products and services
- Hands-on training
- Growth opportunities
- Company provided vehicle, computer, phone, and tools necessary to role responsibilities.

Summary:

Are you a serious, direct, and analytical person comfortable taking the lead? Do you consider yourself adept at working independently and do you prefer roles that benefit from the existence of a process to drive strong outcomes? Would people describe you as serious and highly reliable? Are you known for your ability to execute within your area of expertise?

If so, we currently have an immediate need for a Recording Systems Specialist. The ideal candidate for this position is someone that has a passion and experience supporting the interests of public safety communications through information technology.

In this key technical role as Recording Systems Specialist, you will participate as a leading member of our project delivery and after-hours support teams by providing project implementation leadership and tier 1-3 support. The Recording Systems Specialist will be responsible for interfacing with

project teams and directly with customers. This position will report to the Services Supervisor/Manager.

Specialist Responsibilities include:

- Develop a detailed understanding of the recording solutions that are supported by CRS. This includes Eventide, HigherGround, and Verint recording solutions.
- Maintain all Eventide certification requirements as issued by CRS and Eventide.
- Conduct recording system burn-ins based on the defined CRS process.
- Assemble, configure, and implement network-attached storage (NAS) systems as a part of the overall recording solution implementation.
- Install various hardware and software required for recording solution implementations.
- Participate as a leading member of the recording system implementation teams during the project delivery process.
- Run cabling, rack systems, mount telecommunications blocks, punch down analog recording connectivity, troubleshoot various analog and network connectivity issues.
- Participate as a member of the after-hours remote support team.
- Maintain project and support related documentation.

Qualifications include:

- 2+ years of experience supporting communications technology used by Public Safety Answering Points (PSAPs) or similar agencies is desired.
- Technical knowledge of Eventide, Motorola, Harris, Computer Aided Dispatch (CAD) or similar recording systems is desired.
- Customer-centric with excellent communication skills
- Critical-thinker, with the ability to troubleshoot, diagnose and resolve technical issues
- Ability to learn quickly, follow directions, and have a passion for the work
- Ability to drive to customer locations to provide onsite support and troubleshooting as necessary
- Ability to work the after-hours support rotation call list
- Work with moderate supervision to support and troubleshoot mission-critical communication recording solutions
- Must have a valid US driver's license
- Must be able to pass a criminal background check.