



Job Title: Recording Systems Equipment Specialist

Company: Carolina Recording Systems (CRS)

Location: Hybrid 50% remote work from home and 50% in office (Charlotte, NC)

About Us:

For over 20 years, **Carolina Recording Systems (CRS)** has been a leading provider of mission-critical recording hardware and software solutions, achieving 100% customer satisfaction. We specialize exclusively in recording systems and related integrations, making our team experts in their craft. Public safety organizations and businesses rely on us for quality management, training, dispute resolution, legal compliance, and transaction verification purposes. Learn more about us at www.crsnc.com.

Benefits:

- Competitive base salary
 - Medical insurance
 - Paid vacation and sick days
 - Paid holidays
 - Hybrid remote and in office work environment
 - State-of-the-art products and services
 - Hands-on training
 - Growth opportunities
 - Company provided computer, phone, and necessary tools
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Job Summary:

Are you a serious, direct, analytical professional comfortable taking the lead? Do you excel at working independently within established processes to achieve strong outcomes? If so, we have an immediate opening for a **Recording Systems Equipment Specialist**. In this key technical role, you will be a member of our project delivery, customer support, and after-hours support teams providing project implementation support and tier 1-3 support. You will interface with project team members, support, and field technicians and report to the Services Supervisor/Manager.

Key Responsibilities:

- Develop a detailed understanding of recording solutions supported by CRS.
- Maintain IT, security, and compliance certification requirements as issued by CRS.
- Answer customer support calls, emails, and other inquiries as a part of the helpdesk support team call rotation.
- Troubleshoot, diagnose, and resolve technical problems that impact CRS customer recording capabilities.

- Create, update, and manage support ticket status within the CRS trouble ticket management system.
- Communicate ticket status, activity, and requirements directly with the customer point of contact.
- Escalate customer tickets as defined by the CRS escalation process.
- Conduct recording system burn-ins based on the defined CRS process.
- Assemble, configure, and implement network-attached storage (NAS) systems as part of recording solution implementations.
- Install various hardware and software required for recording solution deployments.
- Oversee inventory and equipment deliveries to the CRS office in Charlotte NC.
- Perform testing and validation of equipment as defined by the CRS process.
- Prepare equipment to be successfully deployed by technicians at our customer sites.
- Participate in the after-hours support team on-call rotation.
- Update and maintain project and support-related documentation.
- Assist with maintaining and updating the CRS technical knowledge base.
- All other duties as assigned.

Qualifications:

- **Desired Experience:** 2+ years of experience in supporting communications technology used by Public Safety Answering Points (PSAPs) or similar agencies is desired.
- **Desired Technical Knowledge:** Familiarity with communications recording systems, public safety radio and telephone communications, Computer-Aided Dispatch (CAD), network diagnostics, server hardware, Debian Linux and Windows operating systems.
- **Skills:**
 - Customer-centric with excellent communication abilities.
 - Critical thinker capable of troubleshooting, diagnosing, and resolving technical issues.
 - Quick learner who follows directions and has a passion for the work.
- **Requirements:**
 - Willingness to work in an after-hours support rotation.
 - Willingness to travel for in-person company meetings and training sessions approximately once per quarter.
 - Capable of working with moderate supervision to support and troubleshoot mission-critical communication recording solutions.
 - Valid U.S. driver's license.
 - Ability to pass a criminal background check.
 - Ability to obtain and maintain certification for the FBI's Criminal Justice Information Services.

How to Apply:

If you are passionate about supporting public safety communications and meet the qualifications listed above, we'd love to hear from you. Please submit your resume and cover letter to crsnc.com/careers/ or by email to careers@crsnc.com.

Join CRS and be part of a team that makes a difference in mission-critical communications!