



## **RF Technical Services Engineer**

The RF Technical Services Engineer will provide technical product support on all RF and Marti products for end users, company representatives, distributors, OEM's and BEI personnel.

### **Key Responsibilities**

- Answer all customer inquiries, in a timely manner, concerning equipment installation, equipment troubleshooting, and equipment failure.
- Provide on-site field service as considered necessary by the RF Technical Services Manager, with 25% travel expectations (typical is ~5%).
- Provide 24 hour emergency service as organized by the RF Technical Services Manager. Includes carrying a cellular phone and it requires Internet access from home.
- Maintain records of major product issues using call tracking system.
- Generate service bulletins for all equipment and Engineering Change Notices as required.
- Provide documentation for all field service trips and customer calls.
- Provide in-house and on-site training organized by the RF Technical Services Manager. Develop training guides for various products as needed.
- Assist production test and engineering in solving difficult problems as requested by the Production Supervisor or RF Technical Services Manager.
- Provide Technical support to Sales Department in preparing/reviewing quotes as needed.
- Assist RF Technical Services Representatives with calls or issues when required.

### **Relationships**

- Position reports to the RF Technical Services Manager.
- Direct reports include: None.
- Internal relationships exist with all Technical Services staff, Sales, Accounting, Credit, Operations, and RF Engineering.
- External relationships exist with customers.

### **Education, Experience and Skills**

- Associates Degree of Applied Science in Electronics or equivalent.
- Minimum of two years experience in the radio industry or equivalent.
- Ability to provide training to BE/Marti customers, in the classroom and on site.
- Capable of supporting sales with technical information regarding BE / Marti equipment.
- Ability to provide documentation as required includes documenting technical calls, field trips, recommendation and feedback for product improvement.
- Knows and understands basic computer networking and Windows Operating Systems.
- Must be able to troubleshoot and repair RF electronic equipment.
- Capable of using design tools for simulation, synthesis and analysis.

Qualified candidates may send their resume to:

Broadcast Electronics  
Attn: Human Resources  
4100 North 24th Street  
Quincy, Illinois 62305  
Or [tzanger@bdcast.com](mailto:tzanger@bdcast.com)

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