

**Job Title:** Technical Support Specialist  
**Job Type:** Full Time Permanent Employment  
**Start Date:** Immediate  
**Job Location:** Hybrid (Atlanta, Georgia, USA)

Are you looking for a new challenge in a fast-growing, dynamic high-tech company?  
**It's time to make a move!**

VuWall is a global leader in video wall control systems, providing a complete ecosystem of products and solutions developed to easily manage visual information in work environments and strategic decision centers. Founded in 2009, VuWall is a private company with its corporate headquarters located in Montreal (Pointe-Claire), Canada, its European headquarters in Reutlingen, Germany, and its US office in Atlanta, USA. With customers in over 45 countries, the company has deployed more than 5,000 projects in many Fortune 500 organizations, government agencies, and public utilities, transportation, and security companies. Among their clients are the US Department of Transportation, NASA, the Canadian Space Agency, the European Commission, Sydney Rail, Porsche, Daimler, L'Oréal, SNCF, FIFA, various government institutions, etc.

## JOB DESCRIPTION

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As a Technical Support Specialist at VuWall, you will play a crucial role in resolving technical issues, enhancing customer satisfaction, and contributing to our project deployments globally. You will work closely with various teams to address and resolve customer bugs, support deployments, and improve customers' experience. Your role will require strong analytical skills, a deep understanding of AV and IT technology, and excellent communication abilities.

## MAIN RESPONSIBILITIES

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- **Technical Issue Resolution:** Work closely with the Technical Support Team to diagnose and resolve customer-reported bugs and technical issues. Use troubleshooting techniques to identify root causes and implement effective solutions, ensuring minimal disruption to the customer's operations.
- **Customer Interaction:** Serve as the primary point of contact for customer service tickets, providing timely and effective responses to inquiries and issues. Ensure customer concerns are addressed comprehensively and follow up to confirm satisfaction.
- **Bug Reporting and Tracking:** Create detailed and accurate bug reports in Jira, documenting the nature of the issues, steps to reproduce them, and proposed solutions. Track the progress of these issues to ensure timely resolution and communicate status updates to relevant stakeholders.
- **Internal Collaboration:** Work in conjunction with the Software Quality Assurance (QA) team to reproduce and analyze bugs reported by customers. Assist in verifying bug fixes and improvements to ensure they meet quality standards before release.
- **Global Project Deployment Support:** Provide technical assistance and guidance for project deployments across various international locations. Coordinate with local teams and customers to ensure smooth installation, configuration, and operation of VuWall products.

- **Documentation and Reporting:** Maintain comprehensive records of customer interactions, technical issues, and resolutions. Prepare and present reports on common issues, customer feedback, and service performance metrics to management.
- **Knowledge Sharing:** Contribute to the development of internal knowledge bases and support documentation. Share insights and solutions with the team to enhance collective expertise and improve support processes.

## QUALIFICATION REQUIREMENTS

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- Minimum of 2 years of experience in customer service within the AV/IT industry.
- Strong knowledge of audio-visual hardware, including video walls, projectors, displays, encoders and decoders.
- Extensive understanding of network connectivity, including protocols, security, and troubleshooting. Ability to diagnose and resolve network-related issues affecting AV systems.
- Exceptional analytical and problem-solving skills with the ability to troubleshoot complex technical issues.
- Excellent communication and collaboration skills with the ability to interact effectively with internal and external stakeholders.
- Strong organizational and time management skills.
- Multilingual capabilities (e.g., English, Spanish, French) are considered an asset.
- Willing to travel occasionally (10-15%) to resolve technical issues or support customer deployments on-site.
- Willing to work different shifts (day, evening or night shifts) depending on internal team schedule and customer support requests.
- Willing to occasionally help Software Quality Assurance team in testing when quantity of support tickets is low.

## THE VUWALL EXPERIENCE

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- Competitive salary and comprehensive benefits package.
- Opportunity to work with cutting-edge technology in a growing industry.
- Dynamic and collaborative work environment with a focus on professional growth.
- Embracing diversity with a company that offers an inclusive multinational culture.
- Exceptional company culture.

TO APPLY

Click here to email your CV to  
[careers@vuwall.com](mailto:careers@vuwall.com)