

# Telematics-GPS Tracking Equipment Installation & Service Technician

## Position Description:

Tenna is searching for a Telematics-GPS Tracking Equipment Installation & Service Technician. This Technician will work within the Tenna Operations Department and focus on our product implementation, which encompasses telematics product installation, troubleshooting, and repair. Successful candidates will possess the following: the ability to inspect, troubleshoot, diagnose, and repair automotive vehicle location (AVL), telematics, mobile electronics, navigation equipment, communications equipment, and other emerging related products.

## Responsibilities:

- Installation of electronic products (AVL, telematics, mobile electronics, navigation equipment, communication equipment, tracking equipment)
- Effectively diagnose and repair issues with electronic products as related to Tenna telematics systems
- Occasional Sales Team support as it relates to providing technical knowledge
- Attend all scheduled product education sessions to stay-up-date on current products and services
- Maintain a high degree of knowledge on the use of the Tenna Asset Management System and its associated products
- Receive and respond quickly to all telephone and email inquiries related to product implementation, the Tenna Sales Team, or managerial in nature
- Proactively anticipate requirements, set priorities, and meet assigned tasks
- Oversee and train new staff as needed

## Job Requirements

- 4 + year's experience in the installation, diagnosis, and repair of telematics systems as previously described (experience with medium-to-heavy duty vehicles and construction equipment)
- Knowledge working with 12V/24V telematics systems
- Knowledge in the daily use of mobile devices such as smartphones and tablets
- Excellent communication skills
- Diligence and organization in managing information
- Self-motivated and adaptable person with a strong service orientation and "do what it takes" attitude
- Excellent organizational skills
- Passion for working in a high-growth, entrepreneurial environment, with the ability to demonstrate personal commitment and drive to set and exceed high standards
- Outdoors work and travel (up to 80%) is required regularly in a variety of climates.

## What you need to know:

- Full MDV benefit package, supplemental benefits, and 401k plan offered.
- Location: East Coast
- Opportunities for growth and personal development within highly dynamic team