

## Emergency Vehicle Tech Support Specialist

Do you love solving electrical mysteries? Are you the go-to person for troubleshooting complex wiring issues? If you geek out over 12V systems, relays, and multiplexed vehicle electronics, we have the perfect role for you!

We're looking for a Technical Support Specialist to help fire truck and ambulance manufacturers, upfitters, and fleet technicians integrate FireTech emergency vehicle lighting into their rigs. This isn't just a help desk job—it's a hands-on, problem-solving, customer-facing role where you'll be the hero who gets emergency vehicles lit up and road-ready!

Why HiViz is a great place to work: it's about more than the product or the work. We're about the mission. Every day, your work will contribute to ensuring first responders can save lives. We also know that when you love what you do and you're well supported, you will do your best work. Here's how we help make that happen:

- Purpose driven work: The gap between your effort and the difference it makes in the world is very small. You directly help first responders save lives every day.
- High-energy culture: We take what we do seriously, but we don't take ourselves too seriously. We're fast-paced, energetic, driven and willing to be scrappy. And we have a lot of fun, while making a difference.
- Room to grow: As we grow, you will too. We're all about leveling up.
- Competitive perks: From competitive pay to generous vacation, 401k with match, health, dental, vision & life insurance, there are a lot of perks about working at HiViz. But above it all, we consider our meaningful mission and healthy culture to be the biggest perk about working at HiViz!

### What You'll Be Doing

- Be the expert – Guide customers through the installation and troubleshooting of FireTech lighting systems.
- Solve electrical puzzles – Diagnose and fix 12v electrical issues, including power distribution, relays, and CAN bus systems.
- Work with cutting-edge tech – Support multiplexed vehicle electrical systems like Weldon V-Mux, Class 1 Es-Key, and Pierce Command Zone.
- Teach & train – Help fleet technicians and manufacturers understand best practices for wiring, programming, and system integration.
- Bridge the gap – Work with engineers to provide real-world feedback that improves our products.

### What You Bring to the Table

- 12v electrical wizardry – You know your way around power distribution, relays, and multiplexed systems.



- Hands-on experience – Whether it's vehicle upfitting, car audio, fleet maintenance, or emergency vehicle outfitting, you've done it before.
- Tech troubleshooting skills – Diagnosing complex wiring issues is second nature to you.
- Strong communicator – You can explain technical details to both engineers and non-technical customers.
- Detail-oriented & organized – You keep track of customer support cases in our CRM like a pro.

Interview Process: We're a high-performance minded team, and we want to make sure we're a good fit for you, as much as you are for us! Therefore, we spend just the right amount of time on our interview process. Here's what you can expect (we may deviate at times!)

1. Interview with HiViz Team Member
2. Interview with Department Leader
3. Panel Interview with HiViz Leadership Team
4. Social team meet and greet
5. Assessments & Background check