

TECHNICAL SUPPORT SPECIALIST

Android TV & Hardware Specialist | Tier 1 & Tier 2 Support

POSITION TITLE Technical Support Specialist	JOB TYPE & VACANCY Full-time (Remote / Shift) • 02 Positions	TARGET MARKET United States & Canada
WORKING HOURS Shift-based (US EST/PST Coverage)	OFFICIAL WEBSITE https://superboxs8.com/	APPLICATION EMAIL hr@superboxs8.com

ABOUT US

At **superboxs8.com**, we serve as the official Exclusive Distributor of premium SuperBox Android TV streaming receivers across North America. As the authorized primary channel for the full hardware lineage—including the proven S6 series, the flagship S7 series (S7 Ultra, S7 Max, S7 Pro), the elite Supreme Edition, and the upcoming next-generation S8 series—we bridge the gap between state-of-the-art multimedia hardware and direct-to-consumer reliability.

Under our guiding ethos, *"Exclusive Distributor SuperBox TV in US & CAD,"* we recognize that delivering industry-leading hardware is only half the equation. The foundation of long-term customer trust lies in delivering exceptional, high-touch technical assistance. Because our hardware operates as an open, high-performance Android multimedia platform, our customers depend on us for expert guidance regarding initial setup, local network optimization, firmware updates, peripheral pairing, and system troubleshooting.

To support our rapid expansion across the United States and Canada, we are seeking two highly skilled, patient, and analytical **Technical Support Specialists** to join our technical desk led by Nacho Varga. In this role, you will serve as the technical face of **superboxs8.com**, transforming technical challenges into seamless entertainment experiences.

ROLE SUMMARY

As a Technical Support Specialist at **superboxs8.com**, you are the technical anchor of our customer experience team. You will handle multi-channel technical inquiries (Live Chat, WhatsApp, Email, and Helpdesk Tickets) from customers across North America. Your primary goal is to diagnose, troubleshoot, and resolve hardware, firmware, application, and network connectivity issues for SuperBox receivers.

This is not a traditional call center script-reading position. We are looking for tech-savvy problem solvers who deeply understand the Android OS architecture, home networking protocols (Wi-Fi 2.4/5GHz, LAN, DNS, VPNs, IP routing), AV hardware interfaces (HDMI CEC, resolution scaling, audio pass-through), and mobile APK setups. You will guide first-time buyers through initial activation, assist power users in optimizing system performance, and perform physical/remote diagnostic audits for warranty validation.

KEY RESPONSIBILITIES & CORE FUNCTIONAL AREAS

1. Direct Technical Troubleshooting & System Remediation

- Deliver real-time technical assistance to end-users across North America via Live Chat, WhatsApp Support (+60 11-1175 0101), Email (customer@superboxs8.com), and Zendesk/Freshdesk ticketing systems.
- Diagnose and resolve core Android OS boot errors, system freezes, boot-loop recovery, factory resets, and Over-The-Air (OTA) firmware update failures across S6, S7, Supreme, and S8 devices.
- Guide customers through screen resolution calibration (Auto, 4K UHD, 6K HDR pass-through), aspect ratio adjustments, frame rate matching, and audio decoding settings (Dolby Digital, PCM, Optical pass-through).
- Assist users in troubleshooting Bluetooth voice remote controls, including battery checks, Bluetooth re-pairing sequences, infrared (IR) learning features, and voice-command activation.

2. Home Network & Connectivity Optimization

- Walk customers through step-by-step wireless network troubleshooting, including resolving 2.4GHz vs. 5GHz frequency band interference, Wi-Fi signal attenuation, and router placement strategy.
- Guide users in configuring router settings, static IP allocations, DNS server modifications (e.g., switching to Google DNS 8.8.8.8 or Cloudflare 1.1.1.1), MTU adjustments, and router power-cycling protocols.
- Assist advanced users with Ethernet (RJ45) wired setup, home powerline adapters, network switch integration, and Virtual Private Network (VPN) application configurations.
- Perform real-time bandwidth diagnostic tests with customers to ensure they meet the minimum required broadband thresholds (25+ Mbps) for unbuffered 4K Ultra HD playback.

3. Application, APK & System Management

- Provide clear, policy-compliant instructions for navigating the Android ecosystem, managing local storage, clearing application cache/data, and performing force-close procedures.
- Guide users on installing, configuring, and updating secondary media applications and browser-based APKs (such as Disney+ configurations, media player tools, and file managers).
- Explain hardware capabilities and software environment limits with complete transparency, maintaining compliance with our store disclaimers and FTC guidelines.
- Identify software bugs or application incompatibilities and report recurring software anomalies directly to our engineering team for future OTA firmware patches.

4. Warranty Validation & Hardware Diagnostic Audits (RMA)

- Execute Tier 2 diagnostic protocols to confirm whether customer issues stem from user setup error, network throttling, or authentic physical hardware defects.
- Inspect and evaluate physical defect claims involving power supply failure, DC adapter shorts, HDMI output degradation, thermal overheating, or burnt Wi-Fi modules.
- Issue Return Merchandise Authorizations (RMAs) in accordance with our official Warranty Policy and Return Policy, generating internal diagnostic tickets and logging unique hardware serial numbers.
- Review customer-submitted video and photo evidence to verify hardware defects before authorizing unit replacements or return freight labels.

5. Pre-Sales Technical Consultation

- Assist prospective buyers in selecting the optimal SuperBox model based on their household requirements (e.g., comparing S7 Ultra's 4GB/128GB capacity against S7 Max, S7 Pro, or S6 models).
- Answer technical pre-purchase questions regarding TV compatibility, AV receiver connectivity, international portability, and broadband requirements.
- Maintain complete transparency regarding our hardware-only distributor model, ensuring customers understand product specifications prior to completing checkout.

6. Technical Knowledge Base & SLA Compliance

- Maintain strict adherence to our service benchmarks: acknowledge all incoming tickets within 24 business hours and achieve complete case resolution within 3 to 5 business days.
- Author, update, and refine internal troubleshooting guides, step-by-step visual SOPs, and public Help Center FAQs on superboxs8.com.
- Log all customer interactions, hardware serial numbers, and error trends in our CRM database to assist quality control teams in identifying manufacturing patterns.

JOB REQUIREMENTS & CANDIDATE PROFILE

Technical & System Requirements (Must-Have)

- **Android OS Deep Familiarity:** Comprehensive knowledge of Android operating systems (Android 9/10/12+ for TV platforms). Direct experience with root file structures, APK manual installations, recovery menus (Recovery Mode/Side-loading), and cache partition clearing.
- **Networking Expertise:** Solid understanding of TCP/IP networking, DHCP, Static IPs, Subnet Masks, DNS configuration, NAT types, Wi-Fi standards (802.11 a/b/g/n/ac/ax), and VPN protocols.
- **Hardware & AV Literacy:** Familiarity with TV display hardware, HDMI standards (HDMI 2.0/2.1, HDCP), audio pass-through formats, optical S/PDIF outputs, USB peripheral drivers, and Bluetooth 4.2/5.0 pairing protocols.
- **E-Commerce & Helpdesk Stack:** Prior experience using modern customer service platforms (e.g., Zendesk, Freshdesk, Gorgias, Crisp, or Shopify Inbox) and team communication tools (Slack, WhatsApp Business, Google Workspace).

Experience, Language & Work Setup

- **Experience:** Minimum 2+ years of direct experience in Technical Support, IT Helpdesk, Consumer Electronics Customer Care, or Tier 1/Tier 2 Hardware Support. Experience in cross-border e-commerce or streaming box technical support is highly advantageous.
- **Language Standards:** Fluent/Native American English Proficiency (Equivalent to IELTS 7.0+ or C1/C2 Business English). Capable of explaining complex networking concepts to non-technical customers with patience and empathy.
- **Schedule & Setup:** Willingness to work structured shifts aligned with North American business hours (EST/PST), including weekend rotational shifts. Requires a quiet home office with high-speed fiber internet (50+ Mbps) and a modern workstation.

COMPENSATION, BENEFITS & GROWTH OPPORTUNITIES

- **Competitive Base Salary:** Base monthly salary negotiable based on technical depth, language capability, and direct industry experience.
- **Monthly KPI & Resolution Bonuses:** Earn additional performance incentives linked to CSAT scores, First-Contact Resolution (FCR) rates, and resolution speed.
- **100% Remote / Hybrid Flexibility:** Work remotely from home with state-of-the-art digital tools provided by superboxs8.com.
- **Hardware & Gear Allowance:** Complimentary authentic SuperBox hardware units (including S7 Ultra and upcoming S8 series evaluation units) for personal testing and lab setup.
- **Annual Leave & Health Stipend:** Generous paid annual leave, national holiday bonuses, and monthly health/wellness stipends.
- **Career Advancement:** Clear vertical mobility into leadership roles (Senior Technical Lead, Escalation Manager, or Support Director) as distribution expands.
- **Sponsored Certification:** Fully funded training covering Android Systems Engineering, Network Administration (CompTIA Network+/CCNA basics), and E-Commerce Helpdesk Management.

RECRUITMENT & INTERVIEW PROCESS

1	Application Review: Initial screening of your English CV, cover letter, and technical background.
2	Technical & Language Assessment: A written exercise evaluating troubleshooting logic for Android/Network issues and customer care tone.
3	Technical Interview: A 45-minute video interview with Lead Technical Support Specialist (Nacho Varga) to evaluate hands-on diagnostic abilities.
4	Final Executive Interview: A conversation with Founder & CEO (Jesse Bruce) or Head of Operations (Kim Wexler) to discuss alignment, shifts, and final offer.

READY TO JOIN AS OUR TECHNICAL SUPPORT SPECIALIST?

Send your English CV/Resume and a short cover letter highlighting your technical background to our recruitment team:

Application Email: hr@superboxs8.com	Email Subject Line: [superboxs8.com] Technical Support Specialist - [Your Full Name]
Official Support WhatsApp: +1 (604) 239-6845 +1 (323) 285-2277	Official Website: https://superboxs8.com/

SuperBoxS8 - Exclusive Distributor SuperBox TV in US & CAD

superboxs8.com is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive, empowering work environment for all remote and on-site team members.