



FIELD TECHNICIAN

Description

About the PGA Tour

When most people think of the PGA TOUR, they envision famous golfers, exciting tournaments, and the TOUR's generous support of more than 3,000 charities. We are all of these things, but there's much more to the PGA TOUR than meets the eye.

Behind the TOUR's international reputation for sports excellence and philanthropic leadership is a dedicated team of business, sports management and entertainment professionals working together to support our players and advance our mission.

Headquartered in Ponte Vedra Beach, Fla., we're a dynamic group of individuals with diverse talents who share a deep respect for the sport of golf and the positive impact it has in communities across the United States and internationally.

If your goals include being part of an exciting team that emphasizes professional development and the personal satisfaction of contributing to important causes, we encourage you to explore the many advantages and benefits of a career with the TOUR.

The Best Players Need the Best People.

The Field Technician is responsible for the maintaining the integrity from start to finish of the power systems, scoreboards and the ShotLink portable structures. This position is responsible for engineering power insertion points and load balance for the ShotLink Power System, installation of cameras, generators and other equipment throughout the course, as well as perform failover testing to determine and solve for equipment problems. This includes solving and preventing power and data issues, and communication with the team and other departments to provide issue resolution in a prompt manner. This position will also train and manage an onsite volunteer workforce averaging up to 200 volunteers.

Qualifications

- Technical Associate degree preferred, high school diploma or equivalent required
- Clean driving record
- Three years of related experience required, preferably in the following areas: outdoor construction, network/computer, military service, utility / power installation
- Prior customer service preferred
- Technical knowledge for set up, maintenance, and troubleshooting equipment
- Must be able to multitask and have strong organizational skills
- Ability to work effectively as an individual, but also in a team environment, military experience a plus
- Must have working experience with system repair, engineering tasks, and other troubleshooting activities
- Extensive travel required (domestic and international); teamwork, initiative, dependability and promptness; excellent communication skills.

Responsibilities and Duties

- Responsible for the planning / determination of preliminary placement, installation of ShotLink cameras, scoreboards and other equipment
- Oversee set up for tournament power systems and equipment and be responsible for potential issue resolution that can arise (e.g., weather, power, vendor support)
- Direct vendors and coordinate with golf course superintendents, agronomists, and rules officials to ensure that proper placement and function of equipment and ensure all safety and competition protocols are properly in place for all events
- Engineer power insertion points / layouts for the ShotLink Power System and load balance the system to include amperage and voltage within specifications. Monitor and troubleshoot system throughout events
- Troubleshooting power system solutions to ensure integrity and functionality of the ShotLink Scoring System and conduct weekly system failover tests
- Responsible for maintaining a weekly inventory of propane generators, including regular maintenance and any repairs

- Responsible for installing, configuring and troubleshooting ShotLink Scoring system equipment, including cameras, laptops, and other equipment throughout the course to mitigate loss of data which would have an adverse effect on contractual obligations
- Provide first level support to solving and preventing power issues, data and circuit outages and communication with the team and other departments to provide issue resolution in a prompt manner.
- Ensure proper set up and correct locations of ShotLink trailers, portable structure trailers, fiber trailers
- Manage and train up to 200 ShotLink volunteers at each tournament
- Responsible for volunteer performance. Oversee assigned volunteers, determine volunteer ability to continue meeting expectations and address any potential issues / replacement when needed
- Ensure equipment for volunteers is maintained and working properly
- Assist with unloading, packing, and completing asset inventory
- On call responsibilities
- Mentor new Field Technicians and provide on-site training/coaching as needed.
- Special projects or other duties as assigned.

EOE

The TOUR is an equal opportunity employer. We do not discriminate or tolerate discrimination on the basis of race, sex, sexual orientation, religion, national origin, age, disability, marital status, color, ancestry, citizenship status, uniform services member status, pregnancy, gender, gender identity, gender expression or any other classification or differences protected by applicable law.