Hiring: Technical Support Specialist (Remote – US Market)

STREAMING HARDWARE & ANDROID OS DIAGNOSTICS · NATIONWIDE US REMOTE

Operational Parameter	Official Role Specification
Company & Domain	**SuperBox for TV** (https://superboxfortv.com/)
Position Title	Technical Support Specialist (Streaming Hardware & Android OS)
Employment Classification	Full-Time / Independent Contractor (100% Remote, US-Based)
Openings & Coverage	Multiple Positions (Day Shift & Night Shift coverage)
Target Location	United States (Remote nationwide — candidates must reside in the US)
Compensation Band	**$18.00 – $24.00 per hour** (Base + performance incentives + night differential)

[SEC-01] Company Overview

SuperBox for TV is a premier authorized distributor of authentic SuperBox streaming media hardware across the United States and Canada. We specialize in delivering cutting-edge home entertainment devices—including the flagship **SuperBox S6**, **SuperBox S7**, and **SuperBox S8** series—backed by manufacturer-verified serial authenticity, comprehensive hardware warranties, and high-touch technical assistance.

As households nationwide cut the cord and shift permanently toward high-bandwidth internet streaming, customer expectations for immediate, knowledgeable hardware support have never been higher. To ensure uninterrupted, premium viewing experiences for our expanding customer base, we are recruiting dedicated Technical Support Specialists to handle real-time diagnostics, customer onboarding, and warranty validation across two distinct operating windows.

[SEC-02] Shift Schedules & Operational Windows

Both roles operate remotely and require strict punctuality, reliability, and an uninterrupted home office setup. Applicants must specify their preferred shift directly during submission:

DAY SHIFT: ONBOARDING & LIVE RESOLUTION

- **Schedule:** Monday through Friday.
- **Hours:** 9:00 AM – 5:30 PM EST (8:00 AM – 4:30 PM CST / 6:00 AM – 2:30 PM PST).
- **Operational Focus:** Frontline onboarding and live resolution. Assist users unboxing units, guide initial setups, and answer pre- and post-purchase questions via live chat, VoIP calls, and ticketing. Includes 30-min unpaid meal break and two 15-min paid rest breaks.

NIGHT SHIFT: PRIME-TIME PLAYBACK & WEEKENDS

- **Schedule:** Sunday – Thursday OR Tuesday – Saturday.
- **Hours:** 8:00 PM – 4:30 AM EST (7:00 PM – 3:30 AM CST / 5:00 PM – 1:30 AM PST).
- **Operational Focus:** Peak entertainment viewing hours. Triage live playback freezes, diagnose local Wi-Fi latency, clear cache anomalies, manage after-hours queues, and log incident data. Includes permanent night differential.

[SEC-03] Core Responsibilities & Diagnostic Protocol

Rather than reading off rigid scripts, our technical specialists operate as autonomous problem solvers across three critical operational pillars:

01 **Frontline Hardware & Software Troubleshooting:** Provide patient, step-by-step guidance across our omnichannel support system (Live Chat, Helpdesk Email, and Inbound/Outbound VoIP calls). Guide users through physical connections (HDMI, AV, power), optimize screen output resolutions (1080p, 4K, 6K HDR), pair Bluetooth voice remotes, and configure network bands (2.4 GHz vs. 5.0 GHz). On the software side, troubleshoot Android firmware by clearing app caches, reconfiguring network DNS parameters (Google DNS 8.8.8.8, Cloudflare 1.1.1.1), sideloading official updates, and safely conducting factory resets. Systematically isolate user-side variables including ISP throttling, router firewalls, and signal attenuation.

02 **Warranty Evaluation & RMA Ticket Administration:** SuperBox for TV stands firmly behind hardware authenticity. When a customer suspects a component defect, inspect order records, verify the device's MAC address and serial number against our authorized purchase database, and follow standardized diagnostic steps to distinguish between software misconfigurations and genuine physical failures (burned-out power supplies or damaged tuners). Issue Return Merchandise Authorizations (RMA), generate prepaid return shipping labels, and submit diagnostic handoff notes to our City of Industry fulfillment hub for rapid unit replacement.

03 **Documentation & Cross-Functional Feedback:** Document every customer interaction thoroughly inside our CRM helpdesk. Track recurring firmware bugs, app update anomalies, and hardware wear trends across individual model runs (SuperBox S6, S7, or S8). Your shift logs provide actionable feedback to senior management and engineering partners, while contributing directly to customer-facing knowledge bases, setup guides, and internal troubleshooting flowcharts.

All return authorizations, warranty validations, and hardware replacements follow our verified 1-Year Limited Hardware Manufacturer Warranty and 30-Day Money-Back Guarantee protocols administered through our central logistics facility in California.

[SEC-04] Candidate Profile & Qualifications

- **Experience & Legal Authorization:** Legally authorized to work in the United States and currently residing within the US. Minimum of 2 years in customer-facing technical support, ideally supporting consumer electronics, streaming hardware (Android TV, Apple TV, Fire TV, Roku), smart home devices, or broadband ISP helpdesks. CompTIA A+ or Network+ certifications are valued.
- **Technical Proficiencies:** Practical working knowledge of the Android operating system, navigating developer options, storage permissions, APK installations, and cache management. Strong grasp of home networking: IP assignment (DHCP vs. Static), router frequency bands (2.4 GHz vs. 5 GHz), DNS routing, and speed tests. Experience with ticketing platforms (Zendesk, Crisp, Freshdesk, Gorgias) and cloud VoIP (Aircall, Dialpad).
- **Communication & Interpersonal Strength:** Exceptional verbal and written English communication skills. Patience to de-escalate frustrated callers, listen attentively without interrupting, and translate complex technical procedures into friendly, confidence-building explanations for older adults and non-technical cord-cutters.

[SEC-05] Home Office & Technical Requirements

COMPUTER HARDWARE

Desktop or laptop running Windows 10/11 or macOS with at least 8 GB RAM and Intel Core i5 / AMD Ryzen 5 processor. Dual monitors strongly recommended.

INTERNET STABILITY

Dedicated, wired high-speed connection with min. 50 Mbps down / 15 Mbps up. Satellite, cellular hotspots, and public Wi-Fi networks are strictly prohibited.

AUDIO & WORKSPACE

Dedicated USB or 3.5mm headset with noise-canceling microphone, in a private, quiet home office environment free from household background noise.

[SEC-06] Compensation, Benefits & Onboarding

HOURLY WAGE & DIFFERENTIAL

Starting rate of **$18.00 to $24.00 per hour** disbursed bi-weekly via direct deposit. Permanent Night Shift contractors receive an additional night-shift differential bonus on top of base pay.

SANDBOX LAB KIT & TRAINING

Complimentary flagship SuperBox hardware unit (S7/S8) and accessories upon hire for real-time testing. 10 business days of paid structured training covering firmware architecture, ticketing, and RMA workflows.

[SEC-07] Application Protocol & Technical Screening

Send your resume in PDF format to **careers@superboxfortv.com** with the exact subject line:

> **Application: Technical Support Specialist - [Preferred Shift: Day or Night] - [Your Full Name]**

In the body of your email or cover letter, please answer these three mandatory screening scenarios:

> **1. Hardware Post-Storm Triage:** A customer reports their SuperBox has a solid red indicator light and will not boot up after a thunderstorm. What initial diagnostic steps do you walk them through before approving an RMA return?
> **2. Network Band Translation:** How would you explain the practical difference between a 2.4 GHz and 5 GHz Wi-Fi network to an older customer experiencing video buffering in their living room?
> **3. Availability:** Which shift (Day Shift or Night Shift) are you applying for, and what is your confirmed availability start date?

SuperBox for TV is an Equal Opportunity Employer. We evaluate all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

[SEC-08] Authorized Reseller Entity & Helpdesk Directory

SUPERBOX OFFICIAL STORE LLC · AUTHORIZED RESELLER **ID: SP20250414002**

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic SuperBox S6, SuperBox S7 & SuperBox S8 devices with full warranty support in US & Canada.

Corporate Details & Central HQ:
- Website: **https://superboxfortv.com/**
- Brand / Legal Entity: SuperBox Official Store LLC
- United States Central HQ: 15427 E Valley Blvd, City of Industry, CA 91746, USA

Recruitment & Helpdesk Channels:
- Career Submissions: **careers@superboxfortv.com**
- Customer Support Email: **support@superboxfortv.com**
- Direct Support Phone / WhatsApp: **+1 (857) 995-2773**
- Helpdesk: 24/7 Priority Live Support (Office: Mon – Fri, 9AM – 6PM EST)

OFFICIAL SOCIAL PROFILES

Facebook | X (Twitter) | Pinterest | LinkedIn | YouTube | TikTok | Instagram | Threads | Tumblr | Bluesky

VERIFIED REVIEWS & TRUST PROTECTION

Trustpilot | Trustindex | Trustburn | Scamadviser

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