



About the job

Welcome to GOST® – Where Innovation Meets the High Seas!

Company Description:

GOST® - Global Ocean Security Technologies - isn't just a company; it's a powerhouse of marine electronics, setting the bar in Security, Monitoring, Satellite Tracking, Video Surveillance, Acoustic Deterrent, and Cloaking Systems. If the idea of safeguarding the high seas through cutting-edge technology ignites your passion, GOST is where you belong. With over 18 years at the forefront of the Marine Electronics industry, we've consistently developed award-winning systems that provide our customers with unparalleled peace of mind. From thwarting theft to battling the elements, GOST is Always Watching – Never Seen®. Headquartered in the vibrant city of Fort Lauderdale, FL, GOST stands tall as a beacon of marine innovation.

Our Team:

Joining GOST means becoming part of a dynamic family of tech enthusiasts. Our team is a collection of accomplished individuals, masters in the design and implementation of the most unique tracking and security monitoring architecture in the industry. We live and breathe collaboration, fueled by our passion for delivering top-notch solutions. Dedication to customer service, unwavering support, and a relentless commitment to quality propel us to be the leaders we are.

Role Description:

For the first time ever, GOST is opening its doors to the public, giving you a chance to join the exclusive ranks of the organization. Up until now, applying for a position at GOST was strictly by invitation only. This is a unique opportunity to become a Marine Technical Support Specialist and immerse yourself in the realm of marine electronics and security. As part of your daily duties, you'll provide technical support that distinguishes GOST from the rest. Your mission will involve offering expert advice, troubleshooting technical issues, addressing customer inquiries, and conducting training sessions on our state-of-the-art products and services. Take a leap into this rare chance to be a part of the GOST Organization's elite team.

Qualifications:

- Experience in Marine Electronics, Boating, or Security Solutions (preferred).
- Training expertise on technical products and services.
- Understanding of wireless security, monitoring, satellite tracking, and surveillance systems.
- Excellent customer service and communication skills.
- Ability to work independently and manage multiple tasks simultaneously.

- An associate degree in a technical field or 2-5 years of experience in Marine Electronics (preferred).
- Technical support experience in the marine industry (preferred).
- NMEA Basic MEI technical certification (preferred).
- Experience in field installation in the security environment (CCTV, Alarm, Fire, Access Control are a plus).
- Physical Security license and/or Life Safety license in applicable technology is a plus but not necessary.
- Experience reading general arrangement blueprints and site maps.
- Knowledgeable in marine communications and networking architectures aboard vessels.
- Basic knowledge of RF propagation is a plus.
- Proficient in using basic marine electronics and telecommunication tools.
- Highly proficient in computer/laptop/smartphone usage, email, and spreadsheets.

Responsibilities:

- Remotely support equipment installs, troubleshoot, and diagnose potential troubles or equipment failures.
- Elevate the overall customer experience concerning GOST products.
- Collaborate with Customers, Dealers, Installation Team Lead, or Project Managers on on-site work schedules and timely equipment delivery.
- Conduct tests to ensure all newly installed systems and component devices are operational.
- Troubleshoot new system installations to ensure they meet manufacturers' prescribed processes, procedures, or insurance requirements.

Why GOST?

At GOST, we aren't just securing the seas; we're securing your future. Join us, and be part of a legacy that has been a beacon of innovation for over 18 years. Apply now at resume@gost.com to redefine marine security with GOST!