

## JOB DESCRIPTION

Job Title: Audio Visual Service Technician  
Department: Integration  
Reports to: Technical Services Manager  
Employment Class: Full-Time  
Pay Type: Hourly, Non-Exempt  
Pay Range: Depending on Experience

### SUMMARY

This position provides technical and operational support of audio-visual equipment and systems. This position requires the ability to operate, maintain, install, service and repair complex electronic AV systems and equipment, including 70-volt sound systems, content displays, video teleconference systems and technical AV test instruments. Candidates must also possess the ability to independently fabricate, modify, and/or customize existing AV systems to meet all client requests and expectations. The ability to communicate effectively with diverse clientele including good written and oral communication skills, as well as good interpersonal skills, is required. Candidates must possess the ability to perform complex and time-critical tasks with optimum effectiveness and efficiency, with little or no supervision in high-pressure situations. Company vehicle provided.

### QUALIFICATIONS AND REQUIRED COMPETENCIES

To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily and in a timely manner.

- Perform diagnostics, light assembly/installation, programming and repair of AV equipment, materials and systems as directed, specified and required on the work order and project documentation
- Read and understand assigned project documentation and work orders, and determine if additional information is required
- Coordinate needed materials, parts and documentation needed to complete assigned jobs
- Maintain updated as-built drawings and documentation for assigned jobs
- Ensure customer sign-off on completed jobs and required Operation and Maintenance Manuals are delivered
- Provide first 90-days of Warranty Service
- Maintain a professional image and build good customer relationships
- Provide product and system education and in-service training for co-workers, customers and end users
- Actively participate in personal and professional development and maintain knowledge of current and new technologies that the company offers
- Comply with company policies, as well as health and safety protocols
- Record daily time and activity in company software as well as SharePoint database and Zendesk service ticketing application.
- Promote a team environment with effective interaction with employees and colleagues
- Attend meetings, as required
- Ability to think and work independently and meet deadlines
- Maintain and adhere to contractual SLAs
- Other duties as required or assigned
- Expectation is that candidates provide standard hand tools

### SUPERVISORY EXPERIENCE

This job has no supervisory responsibilities

### REQUIRED EXPERIENCE

- 2-year Electronics degree or equivalent combination of education and related field experience
- Understanding of audio visual systems, such as professional sound, presentation systems, control, integration and video teleconferencing components
- High school diploma or GED equivalent

### CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver's License

- CTS, Crestron and Extron certification preferred
  - Polycom, Biamp and other industry certification a plus
-