



JOB VACANCY

Position Title: Audio-Visual Service & Installation Technician

Building Infrastructure Group, Inc. (BIG) is an industry leader in the Structured Cabling Systems (SCS) & Audio/Visual (AV) Systems industry in the Mid-Atlantic region. BIG has built a strong reputation in the telecommunications industry as a company that focuses on an 'employee-centric' culture -- where the Company's emphasis is prioritizing employee engagement, autonomy, and creativity.

Position Responsibilities

Responsible for servicing, troubleshooting, and providing preventive maintenance for existing audio-visual systems at client site locations in the DC metro area. Scope of work to include, but not limited to:

- Respond to Service Requests. Address and resolve service requests promptly and efficiently.
- Schedule and Perform Service. Coordinate and execute service appointments, ensuring timely completion.
- Perform routine preventive maintenance and system upgrades to ensure ongoing performance and reliability. Stay updated on new technologies and industry trends.
- Collaborate with other team members as needed to complete service requests.
- Handle invoicing and manage Return Merchandise Authorizations (RMAs).
- Commission/Oversee the final stages of AV system installations, ensuring proper setup and functionality.
- Educate end-users on AV system operation and maintenance after installation.
- Operate autonomously with a strong skill set to manage tasks independently.
- Accurately document work performance, equipment configurations, and technical issues. Prepare detailed reports for management.
- Adhere to quality standards and best practices. Conduct quality checks and inspections.
- Adhere to required safety standards and protocols.
- Always represent the company professionally.
- Utilize tools proficiently for audio-visual system installations.
- Demonstrate dependability, honesty, and a teamwork approach.
- Read and understand blueprint measurements and specification sheets.
- Occasionally travel to out-of-town project sites for audio-visual installation.
- Other duties and projects assigned.

Position Requirements

- Minimum two (2) + years' experience installing and configuring audio-visual systems. Experience in troubleshooting AV systems, performing software updates, loading code, and modifying DSP files.
- Knowledgeable on legacy and current AV technologies and products (Crestron, Extron, QSYS, Biamp, etc.).
- Interpret AV signal flow and architectural drawings, blueprints, and specification sheets.
- Experience using hand tools.
- Ability to work and perform tasks on a ladder while holding up to 30lbs.
- Good written and verbal communication skills.
- Demonstrate/perform correct use of body mobility functions such as standing while working, walking, climbing, and lifting/performing tasks on a ladder with a total weight capacity of 300 lbs., crawling, and use of basic hand tools, while wearing protective equipment and gear.
- Ability and desire to learn and advance in the audio-visual industry.

- High school diploma or GED required. Vocational/Technical/College preparatory courses and basic mathematics courses desirable.
- Proficient in MS Office.
- Experience with IT networking systems a plus.
- A valid driver's license is required, and an acceptable driving record required.
- Reliable transportation to travel in and around the D.C. Metro area.
- Adherence to regular attendance and normal scheduled hours. Must be willing to work a flexible schedule determined by client site requirements, i.e., early morning and/or evening hours, as well as working overtime, often on short notice.
- Due to client site contracts, US citizenship is required.

EOE