



JOB POSTING

Manager of A/V Integration Services

VIcom - Virginia Integrated Communication – Virginia Beach, VA

Department: Integration

Reports to: President / Vice President

The Manager of A/V Integration will oversee the daily operations of all support activities and employees assigned to the A/V Integration Group. Candidate needs to possess the skills required to successfully install, program and support both current and future VIcom product & installation offerings. The A/V Integration Manager must work closely with the Lead Installers, the Project Managers, the Programmers and the Technical Specialists for each specific project. Candidate must be able to effectively scope, plan, schedule and direct all installations tasks. Ensure the proper skill sets are allocated to each project. Provide communication portals from the A/V Integration team to the associated sales team members (based on their direct sales responsibilities for individual accounts). Manage risks and changes. Evaluate the productivity of the available resources. Optimize the performance of the organization.

VIcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Our innovative solutions allow organizations to integrate voice, video, data and security communications to operate more efficiently and effectively with no compromise in quality or reliability.

Essential Duties and Responsibilities:

- Manage A/V Integration Team's including – daily activities, personnel design and development and ensure activities are in line with desired career goals
- Understand overall A/V Integration Team objectives, as well as the role and function of each team member
- Function as the customer's point-of-contact for problem identification and resolution for issues that have been escalated by the team
- Communicate with all parties necessary in a constructive manner to guarantee customer expectations are met
- Maintain awareness of all outstanding issues including pre- and post-delivery and provide status to clients as needed
- Provide accurate reports and metrics to company management concerning ongoing projects and specified budgets
- Ensure any and all risks are identified, communicated, and mitigated and that projects are delivered successfully through to production
- Contribute to the continuity of A/V Integration by providing the necessary technical leadership
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University
- Validate all time and expenses through ConnectWise and ensure items are allocated to projects accurately
- Review all work activities, service tickets, or project tickets in ConnectWise for A/V Integration Team
- Ensure all documentation is delivered in a timely manner for internal processes as well as any and all related items for end users

Additional Duties and Responsibilities:

- Oversee the communication of project objectives and requirements to ensure they are clearly perceived by all team members
- Conduct performance evaluations and mentor team members with less experience
- Develop training programs to develop and refine the skills of the A/V Integration Team
- Facilitate regular departmental meetings to deliver team and company updates
- Assist project / engineer team in design and development tasks
- Document internal processes and procedures related to duties and responsibilities
- Improve customer perception and satisfaction

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Previous Multimedia or Videoconferencing Manager experience is required
- Must be detail oriented, have multi-tasking abilities and handle tight, high stress deadlines
- Applicable Multimedia and/or Videoconferencing certifications, Training Program Accomplishments, Vocational Degrees and College Degrees are desirable but not required
- Ability to read and understand project drawings and schematics, engineering notes, and operation manuals
- Ability to understand construction blueprints, and demonstrate knowledge of commercial construction practices
- Above-Average knowledge of, and experience with the installation of Audio-Visual systems and equipment including front/rear projection; flat panel displays; control systems; audio and video signal routing and processing equipment, and integration of same
- Skill in strategic planning with an ability to think ahead and plan over a 6 – 12 month time span
- Demonstrate effective communication skills using tact and courtesy along with the ability to handle pressure sensitive situations
- Self-motivated with the ability to work in a fast moving environment
- Good interpersonal and time management skills

Excellent benefits package including health insurance, 401K savings and Employee Stock Option Program.

Interested parties should contact Dennis Schliske or BJ Hughes.