



JOB POSTING

Associate Audio Visual Services Technician

Vicom - Virginia Integrated Communication – Virginia Beach

Department: AV Integration

Reports to: AV Integration/Support Services Manager

The Associate Audio Visual Services Technician is responsible for assisting in the A/V integration and/or infrastructure support needs of our customers. The Associate level Technician is typically teamed with a Lead Technician or Field Engineer for guidance and supervision on each project. Job assignments ordinarily relate to a form of Video and Audio Visual technology, to include but not limited to: large displays, projectors and screens, interactive boards, speakers, amplifiers, audio/video switchers, mixers, microphones, control systems, videoconferencing units, various wire termination, cabling and wiring systems.

Employee Owned. Customer Focused. 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. Vicom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

Essential Duties and Responsibilities:

- Aid in the installation and/or repair of large displays, projectors and screens, interactive boards, speakers, amplifiers, audio/video switchers, mixers, microphones, control systems, and videoconferencing units.
- Installing copper, coaxial and fiber cabling and wiring systems on the customer sites.
- Installation of cable pathways and support systems and the placing, termination, testing and labeling of cable and wire.
- Maintain complete and accurate documentation for time and expenses as they occur.
- Assist in troubleshooting technical issues with project equipment.

Additional Duties and Responsibilities:

- Continually work to improve customer service perception, and satisfaction.
- Escalate service issues that cannot be completed within defined service levels.
- Document and label various systems related to each project.
- Interfacing with Vicom's other divisions to support projects and troubleshooting on voice, video, camera, security and access control systems.

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.

- Ability to take direction from Project Manager / Lead Technician while overseeing specific elements of a given project.
- Have / maintain valid driver's license and approved / clean driving record.
- Ability to pass a criminal background check.
- Ability to work in a team and communicate effectively
- Ability to properly and safely use (*or learn*) and operate lifts, scaffolding, hand tools, power tools, and diagnostic test equipment
- Ability to work aloft, and in confined spaces when required
- Work through a daily schedule that has been established through the dispatch process
- Ability for some day-to-day shift flexibility and travel to complete assignments
- Obtain and/or Maintain vendor technical certifications
- Fundamental Computer skills
- Physical condition to perform job duties including seeing/hearing; feeling/handling/reaching; bending/crouching/squatting/kneeling/pushing/pulling/lifting/carrying weights in excess of 70 pounds (heavy work); tolerance for prolonged walking or standing on various surfaces
- A/V knowledge preferred but not required

Effective September 03, 2021, due to job site vaccination mandates, we require all incoming customer-facing employees to be fully vaccinated against the coronavirus. Upon hire, the candidate for this position will be required to provide proof of vaccination, which will be kept confidential. If you are currently partially vaccinated and working towards becoming fully vaccinated, we invite you to still apply. Candidates with requests for reasonable accommodation based on disability and/or religious based reasons, will be confidentially reviewed and considered.

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

Vicom is an Equal Opportunity Employer committed to creating a diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.