



Job Description

A/V Systems Integration-Service Manager/Technician

Summary Statement:

Under the supervision of the Director of Operations the Service Manager/Technician will provide on-site and remote support for A/V integrations with a focus on customer and technical support. The main objective of the Service Manager/Technician is to enable clients to meet their missions effectively and efficiently.

Essential Functions:

- Handle customer service requests and concerns quickly and professionally to maintain good customer relationships.
- Resolve service tickets and improve service methods to increase client satisfaction.
- Issue recognition, initial diagnosis, troubleshooting, and tracking of A/V system integration sites and A/V and data center systems.
- Take corrective actions with the goal of minimizing system downtime.
- Report incident statuses and resolution activity progress in the appropriate applications.
- Maintain a robust and accurate knowledge base repository of current AV technologies.
- Prepare accurate reports and logs detailing work activities.
- Maintain professional and effective interactions with customers, technical staff, and management.
- Develop and improve methods and procedures.
- Develop service contracts for new and existing customers.
- Invoicing all service calls and related items.
- Responsible for performing other duties as assigned.

Job Requirements:

- The incumbent will possess or obtain within 30 days of start date:
 - Level I Dante Certification Training
 - Level I Q-SYS Certification Training
- Ability to lift 50+ pounds on a regular basis.
- Ability to climb and operate on top of ladders and scissor lifts.
- Experience with computer systems to include hardware and software.
- Excellent oral and written communication skills.



M I D S O U T H A U D I O

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Job Description

Qualifications & Experience:

- Knowledge of AV networking fundamentals such as: Dante, TCP/IP and POE.
- Experience with control systems, videoconferencing, switching hardware, audio DSP setup, and calibration.
- Minimum 5 years experience in the AV industry with an emphasis on AV system troubleshooting.
- Minimum 3 years in a client facing role.
- Associates or Technical Degree in a related field, experience and education will be considered.
- Two years' experience operating and maintaining audio and video equipment.
- Proficiency with Microsoft Office Suite.
- Proficiency with Quickbooks.