

Title: AV Service Technician

Reports to: Director of Integration

Coordinates with: Integration and Project Management

Job Type: Integration and Project Management

Purpose and Scope: The AV Service technician is responsible for setting up, installing, operating, testing, and troubleshooting audio and video equipment and systems.

Primary Responsibilities:

- Configure, test, and deploy equipment according to customer specifications and industry standards.
- Act as the primary technician for service calls, ensuring timely and efficient resolution of technical issues.
- Oversee and execute Dtools Mobile Install information, ensuring all info is filled out promptly and to standards of Service Process.
- Build and maintain strong relationships with customers through effective communication, professionalism, and technical support.
- Monitor and report on Service Level Agreements (SLAs), conducting quarterly maintenance and ensuring quality control of our installs.
- Manage Return Merchandise Authorizations (RMAs), including tracking, processing, and reporting of defective hardware returns.
- Perform regular firmware updates on customer and internal equipment to ensure optimal system performance and security.
- Diagnose and correct media system problems
- Coordinate audio feeds with television images
- Identify equipment requiring repairs as needed
- Identify alternative solutions to onsite installation issues.
- Compile technical documents such as Serial Numbers and Warranties
- Train End Users on AV equipment

Education & Skills:

- High School Diploma
- Valid Drivers License
- Advanced knowledge of AV industry
- Preferred Certifications: Yealink, Biamp, Extron, Crestron, Atlona, BSS, QSC

You will know you are a good fit for our culture if you enjoy contributing valuable input, can roll with the punches and keep a good sense of humor with your coworkers, and maintain a drive to set and exceed clients' expectations.

About Us: Crescent Digital™ combines its experience in conference & board rooms, distributed audio & video, theater & media rooms, audio conferencing, video conferencing, CCTV & access control, media distribution, creative design, brand development and content creation with seamless technology to tell our clients' stories.

We help our customers find their voices.