



| Position Description | | | |
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| Job Title: | Audio / Visual Installation Technician | Date: | April 2022 |
| Reports to: | AV Consultant | Department: | Audio / Visual |
| Location: | Greenville, SC | FLSA Classification: | <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt |

| Position Summary |
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| The Audio/Visual Installation Technician is responsible for analyzing customer situations and making decisions and solving problems under pressure. Must have the ability to work with a high degree of accuracy and detail while maintaining positive working relationships with management, co-workers, clients, and vendors. Must be able to travel to customer sites. Must have ability to sit for long periods of time entering computer data, researching products, and telephone communication (up to eight hours). |

| Position Responsibilities- Essential |
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| This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned. |
| <ul style="list-style-type: none"> • Work with the design engineer and project manager to complete all phases of installation projects. • Ensuring tasks including rack assembly, equipment placement and equipment mounting performed in accordance with system diagrams, both in-house and on-site. • Ensuring system cabling is performed in accordance with system diagrams, both in-house and on-site. • Ensuring that termination is performed in accordance with system diagrams, both in-house and on-site. • Ensure installation of equipment external to racks and custom panels or products are fabricated as directed by the project manager or design engineer. • Provide feedback to facilitate improvements to the installation process. • Proficient in the structured cabling of projects which includes pulling, terminating, and testing all cable and wiring associated with audio/video cables. • Adhere to CAD elevations and system schematics. • Ability to train client employees and stakeholders on controlled room systems. • Document project changes and communicate back to project management. Provide all documents at close of project. • Document daily project status reports and deliver/communicate status reports with project management daily or in a frequency agreed upon by the project team. • Aide the Project Management team in the development of project plans and milestones. • Execute projects plans within the time constraints specified while adhering to quality standards. • Ability to problem solve to keep project on time and within budget. • Ability to work with clients on system functionality, project issues, and planning. |

| Position Responsibilities- Non-Essential/Other |
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| <ul style="list-style-type: none"> • Performs other related duties as needed to promote the success of Young Office. • Assists other departments as needed. |

| Essential Skills and Experience |
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| <ul style="list-style-type: none"> • High School diploma or equivalent. • Ability to read schematic diagrams and building drawings. • Solid industry/product knowledge. • Ability to lead small to mid-level projects and/or act as a site supervisor during stages of larger projects. • Demonstrate a working knowledge of construction processes and ability to interface with different trades. • Essentials of AV Technology certification or ability to possess within 90 days of hire. • AVIXA CTS certification or ability to possess within 6 months of date of hire. • Excellent verbal and written communication skills. • Must possess excellent ability to prioritize and remain organized. |

- Exceptional interpersonal skills.
- Positive and upbeat attitude.
- Team player.
- Strong coaching ability or desire to learn.

Beneficial Skills and Experience

- General knowledge of construction and AV industry.
- Bachelor's degree from an accredited university in business, management, or related field.
- 5 plus years of industry related experience

Performance Success Factors

- Positive ratings on all formal and informal customer surveys
- Accuracy and professionalism of materials, reports, and written communication

Reporting & Management Responsibilities

- This position has no direct reports

Physical and Sensory Demands

Physical Demands

| | | | |
|---------------|------------|----------------------|--------------|
| Sit | Frequently | Reach Above Shoulder | Frequently |
| Walk | Frequently | Climb | Occasionally |
| Stand | Frequently | Crawl | Occasionally |
| Handling | Frequently | Squat or Kneel | Frequently |
| Reach Outward | Frequently | Bend | Frequently |

Lifting Requirements

| | | | |
|-------------------|------------|-----------------|----------------|
| 10 pounds or less | Frequently | 51 - 100 Pounds | Occasionally |
| 11 - 20 pounds | Frequently | > 100 Pounds | Not Applicable |
| 21 - 50 pounds | Frequently | | |

Pushing and Pulling Requirements

| | | | |
|-------------------|--------------|-----------------|----------------|
| 12 Pounds or Less | Frequently | 41 – 100 Pounds | Occasionally |
| 13 - 25 Pounds | Frequently | > 100 Pounds | Not Applicable |
| 26 - 40 Pounds | Occasionally | | |

Definitions:

- Not Applicable - Activity is not applicable to this occupation.
- Occasionally - Occupation requires this activity up to 33% of the time (0 - 2.5+ hours/day).
- Frequently - Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hours/day).
- Constantly - Occupation requires this activity more than 66% of the time (5.5+ hours/day).

Environmental Hazards:

The job risks exposure to no known environmental hazards.

Sensory Requirements:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.



The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Additionally, employees are expected to abide by all internal control & compliance practices to:
Safeguard assets from theft and misuse.
Ensure segregation of duties to minimize fraud.
Comply with business ethics, applicable laws, and regulations.
Maintain confidentiality of proprietary information.
Periodically reconcile physical assets to accounting records.
Safely perform all job duties.

| | | |
|---------------------|--------------------|-------------|
| Print Employee Name | Employee Signature | Date Signed |
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| Print Manager/Supervisor Name | Manager/Supervisor Signature | Date Signed |
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