# \*Insert Company Logo Here\*

# AV Client Services Technician

**Location:** Local Operations office

**Reports to:** Client Services Manager/Operations Manager/Owner

**Direct Reports:** None

Position Overview:

This position is responsible for ensuring the Company’s Clients receive superior service in a helpful, efficient manner by providing exceptional technical delivery and seamless communication between the Client and the Company. In addition, this position controls the processing and fulfillment of all service orders, fielding Client inquiries, and resolving Client complaints. They also provide system training to Clients, discuss technical aspects about a system or equipment when appropriate, and recommend upgrades when necessary.

**Essential Duties and Responsibilities:**

* Consistently respond to Clients within the time frame specified by the level of Service the Client requested/purchased.
* Manage the field level service process and communicate with the Service Department Support Team to get the project complete and/or problem fixed in a discreet, clean, and flawlessly functional state.
* Responsible for the seamless technical performance and attractive cosmetic appearance of the equipment and system on each completed service call.
* Based on objective, professional assessments recommend Company Service Plans and equipment upgrades.
* Work with Company and Service Department Management on consistent outreach programs to all Clients.
* Maintain knowledge of new equipment and evaluation procedures, frequent bugs, and continue education on the product lines installed and supported by the Company.
* Ensures all new projects are totally complete and ready for commissioning by having direct involvement in the last stages of project completion.
* Provide and present System Binder to each Client on all newly completed projects.
* When necessary coordinate the work of necessary internal technical resources (Programmers, IT Specialists, etc.)

Skills and Abilities Required:

* A Minimum of 5 years’ experience with audio/video and residential electronic systems projects.
* Experienced in the installation and servicing of Crestron, Savant, Control4 and Lutron control systems.
* Understanding of Crestron, Savant, Control4 and Lutron control systems and able to support the programming department with downloads.
* Able to setup Crestron, Savant and Control4 remotes, keypads, and touch screens unsupervised.
* Understanding of cable TV systems -termination, distribution amps, signal balancing, and able to test and troubleshoot unsupervised.
* Knowledge of the construction and design/build industry, trade coordination, and project management.
* Well organized, detail oriented, and self-motivated with initiative to meet deadlines and self manage.
* Strong verbal and written communication skills.
* Positive attitude with a commitment to offering top-notch customer service.
* An independent thinker and problem solver.
* High school diploma