

WARDProductions

Audio Visual & Event Services

Job Description

Job Title	AV Technician
Schedule	Seasonal (part to full time hours during peak season).
Duties	<p>Duties as assigned, which include the following, among others:</p> <ul style="list-style-type: none">• Set up and install media equipment such as LCD projectors, speakers, TVs, video monitors, and cameras. They also set up additional support AV tools like equipment racks.• Provide outstanding customer service and develop working relationships with their clients. Great technicians mentor newer peers to provide a high level of customer service. They use strong communication as a tool to keep project progress moving forward and put event coordinators at ease.• Run video, audio, and signal testing. Their responsibility is to guarantee our customers a high-quality experience. Technicians ensure all connected systems operate at peak performance. When issues arise, they troubleshoot and adjust the AV system as required. AV technicians use objective analysis to spot issues and eliminate them before an event.• Execute a flawless event from a media standpoint. They problem-solve and handle equipment malfunctions well, even under pressure. They focus on making sure their systems are working properly. When something goes wrong, AV technicians troubleshoot without showing concern to customers.• Clean and maintain equipment and report damage to the AV manager.• Provides support for coworkers when necessary.• Time management skills to be able to prioritize activities, especially when there is a high volume of tasks.• Communication skills to be able to communicate with internal team members or clients and understand their needs.
Desired Skills	<ul style="list-style-type: none">• Enthusiasm to learn.• Dependable and reliable.• Works well in team environments.• Strong time management.
Qualifications	<ul style="list-style-type: none">• Have at least a high school degree or equivalent.

	<ul style="list-style-type: none">• Excellent verbal and written communication skills.• Have knowledge of audio and visual equipment and its usage.• Able to troubleshoot technical issues quickly and accurately.• Excellent customer service and interpersonal skills.• Have a valid driver's license.• Have reliable transportation.• Have a smart phone for reliable communications.• Dress and behave professionally with customers and on the job site.• Able to pass drug test/background check.• Able to lift 50lbs+ repetitively, stand or sit for extended periods of time, move, squat, walk, and climb during the shift.• Able to work nights, weekends, and holidays.• Able to work in a fast-paced environment.• Able to work independently.• Pay attention to detail while monitoring and improving the quality of work.• Follow all standard health and safety guidelines, procedures, and regulations.
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Mission Statement: Provide quality customer service at any cost, provide quality goods and equipment every time, provide fair and reasonable pricing, and treat everyone with respect and professionalism - internally and externally.

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