

## Senior A/V Technician

EscapeWire Solutions has openings for a **Senior A/V Technician**. This position takes the perfect combination of skills including customer service, technical, and telecommunications. Working directly in the field with our customers, this position is the face of EscapeWire Solutions.

### Duties:

- Manages and Oversees installations and personnel.
- Prepares for installations by reviewing installation orders; gathering equipment, supplies, and tools;
- Coordinates daily schedules with customers.
- Plans installations by evaluating location; locating access; laying-out equipment and wiring plan.
- Establishes systems by installing equipment; running and pulling cable; programming and calibrating equipment; adhering to codes, regulations, and standards.
- Verifies system functionality by testing equipment and connections, identifying and correcting problems.
- Maintains records by documenting installation, service, and repairs.
- Maintains and improves service by listening to customer's description of problems; diagnosing, troubleshooting, and repairing problems; replacing and upgrading components; referring to schematics, manuals, and manufacturers' instructions.
- Maintains customer rapport by resolving concerns and answering questions.
- Maintains safe work environment by following safe practices.
- Keeps supplies ready by performing stock inventory; placing orders; verifying receipt.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

### Qualifications/Requirements:

- Technical Troubleshooting Ability
- Able to Manage Inventory and Supply Management
- Customer Service Oriented
- Details Oriented



*EscapeWire recently ranked No. 315 on the 2009 Inc. 500  
Annual List of America's Fastest-Growing Private Companies*

- Experience in commercial cable, satellite, electrical, telephone, security, IT installation and wiring.
- SBCA Level Three Certification
- DIRECTV COM1000 Certification
- DIRECTV DRE Certification

**To be Successful in this position you must:**

- Be able to lift 50 lbs and climb 20 foot ladders.
- Be a great communicator, both verbally and written.
- Be able to provide amazing customer service.
- Have a valid driver's license.
- Be able to test negative on a pre-employment drug test.
- Meet our criminal and MVR (driving record) background screening criteria.
- Travel Required

**Compensation and Benefits** EscapeWire offers a total compensation package of competitive pay and benefits to ensure that our employees are able to install success in their lives, including

- Health, Dental
- Life, Long Term and Short Term Disability insurance coverage.
- Paid vacation
- 401(k) with company match
- Paid Vacation

To apply for this position please email a copy of your cover letter and resume to [employment@escapewire.com](mailto:employment@escapewire.com)



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