

A/V Technician

EscapeWire Solutions has openings for an **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:

- 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
- Experience in commercial cable, satellite, electrical, telephone, security, IT installation and wiring.



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

- SBCA 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



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