Senior Audio-Visual Installation Technician, Job Description

Role Title  Senior AV Tech/Installer,
Full Time Position

Location  Ottawa, Ontario

We are Interactive Audio Visual, Ottawa’s leading Professional Audio Visual & Unified Communication solutions provider. In a constantly evolving technology landscape, we solve client challenges by designing and integrating reliable solutions purposefully supporting People & Technology within their WorkSpace. We serve Ottawa & Eastern Ontario’s government, institutional, high technology, entertainment and private industry clientele. Vast majority of which continue to be repeat customers.

Our growth continues so we need to add bilingual (English/French) experienced AV Installations Technician (Senior Level) who is passionate about providing exceptional customer experiences. You will be part of an incredibly talented in-house team laser focused on delivering unique and reliable solutions. As an expert in commercial Audio-Visual, your contributions are appreciated and you will have opportunity for growth. We are an equal opportunity employer with a highly collaborative team culture. We have a lot of fun helping great client’s achieve their desired outcomes and working with really cool stuff.

Role responsibilities include:

This position will work daily on customer sites for the installation, assembly, servicing and maintenance of various audio-visual technologies. All duties are performed in a professional, efficient and effective manner to assure deadlines, profitability and the quality standards set forth by Interactive Audio Visual (IAV) are met.

- You have excellent verbal & written communication skills as well as have the ability to effectively prioritize and multitask, are detail oriented and focused on ensuring exceptional customer satisfaction;
- Installation of turnkey solutions including cabling, safe mechanical mounting, termination of low-voltage wiring and structured cabling, build AV equipment racks, configuration of AV hardware and networking, system-wide testing, commissioning and documentation; both in pre-build and on-site deployments;
- As a lead-project installer typically working 1 to 3 projects concurrently, you are organized and comfortable working with IAV team members (including PM’s) and related client stakeholders in project planning and deployments, following project SOW, and you understand mechanical & functional CAD design drawings and cable run lists; you may participate in on-site project meetings (w/ IAV PM’s) and/or liaise with client project stakeholders;
- You are comfortable using project deployment/tracking software systems to ensure that onsite installations run smoothly and effectively, and aid in coordinating with others as required;
- Participate in IAV meetings to uncover challenges or opportunities to improve our internal processes;
- Experience doing networking and IP setups; performing Audio DSP changes, audio system optimization as well as loading/testing control code;
You are experienced with and/or possess certifications with many of these manufacturers/technologies: Crestron (Control, DM, NVX, Cloud), Extron (signal management, XTP, control including Global Scripter), QSC QSYS, Biamp, Panasonic, Christie Digital, Polycom/Cisco & soft codec Video Conferencing, Networking, AVoverIP, Unified Communications (an asset) as well as related interfacing protocols and problem solving,

- Able to lift "Heavy" items up to 50lbs or more with assistance;
- Occasional travel will be required;
- At the end of the day, this role is all about making our wonderful clients happy.

The ideal candidate will possess the following:

- 3 or more years’ experience in this or similar industry;
- AVIXA - CTS, CTS-I; Crestron, Extron, QSC, Christie Digital, Poly, or similar manufacturer certifications;
- Programming/Commissioning of Crestron, Extron, QSC-QSYS based systems a strong benefit;
- Strong focus on detail, quality and customer service;
- Maintain a valid driver’s license and clean driving record;
- Demonstrate leadership skills aiding co-workers;
- First Aid, Fall Arrest and other safety certifications are an asset;
- Have or can obtain secret level security clearance(s) with Canadian government entities (mandatory);

Interactive Audio Visual Offers –

- Industry leading Compensation commensurate with experience;
- Comprehensive corporate health-care benefits plans;
- Interactive Audio Visual respects your efforts and will continually support you in your professional development. We provide on-going training and (re)certification efforts;
- Organizational Growth Opportunities.
- A challenging, diverse work environment.

If this challenge interests you, please send us your resume along with an explanation of why you are the best person for Interactive AV and our fantastic customers. Send resume to RLebel@interactiveaudiovisual.com