



ComNet Communications LLC  
1 Park Ridge Road, Bethel, CT 06801  
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(203) 794-8040

## **AV PROJECT SPECIALIST**

### **DESCRIPTION**

This position will be responsible for maintenance and repair of AV systems to include consulting with clients/customers, performing diagnostic tests, and troubleshooting to restore proper system functionality. The Project Specialist is a highly skilled expert in audio visual equipment and is responsible for all service calls and aspects of QA/QC of the serviced AV systems. The Project Specialist/Field Engineer will be responsible for ensuring the systems functionality as designed, ensuring standards and procedures are followed, and performing the final inspection of the systems serviced.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Essential Duties and Responsibilities**

- Troubleshoot and/or installation/remove all AV equipment to include: audio and video conferencing equipment, distributed audio, digital signage, sound reinforcement, control systems and all presentation systems.
- Troubleshoot and/or installation/remove cabling to include pulling, terminating and testing cat5e/6, video, and RGB, HDMI, DVI and audio cables
- Service client systems in the most efficient and effective manner to assure minimum down time and maximum performance
- Interface with external/internal clients, face to face, verbally and electronically
- Troubleshoot/interface with manufacturers/vendors via phone and web support
- Sign out and secure inventory and non-inventory consumables
- Transport securely all client equipment to from client location/shop
- Restock and maintain inventory of van/vehicle equipment/consumables daily
- Identify and solve issues that will impact the service call
- Provide effective communication by supplying daily updates to service coordinators
- Ensure that Service deliverables and milestones are met including: Follow up on remaining items not completed on previous service call
- Ensure/follow up on product that was shipped/returned to manufacturer for repair
- Complete punch list items
- Complete reporting to ensure service calls are processed/closed in a timely fashion
- Perform proper system level diagnostics, troubleshoot and service issue by phone and document/communicate accordingly
- Responsible for returning product to RETURNS that is DOA or requires a credit/re-bill
- Communicate with management on personnel performance issues
- Escalate service issues to management in timely fashion when critical success factors cannot be met

- Follow all safety guidelines of the Company and client requirements
- Other related duties as assigned
- Will work on projects when not on service calls
- Travel to client sites and other ComNet offices as required
- The worker is subject to inside/outside environmental conditions

### **REQUIRED QUALIFICATIONS**

- Expert knowledge of industry and standards in AV systems design and integration
- Current Avixa CTS or able to obtain within 6 months of hire date
- Must have excellent communication skills and possess excellent problem solving and troubleshooting skills with the ability to perform advanced troubleshooting on any device
- Advanced knowledge of audio principles and must have the ability to fine tune/modify audio programs for DSP and VTC systems
- Expert knowledge of loading and troubleshooting AMX, Crestron, and Extron systems
- Must be well versed in interacting with networks (wired or wireless) and must be able to support networked solutions for video conferencing, VOIP audio conferencing and control systems networking
- 7-10 years or more of related industry experience

### **DESIRED QUALIFICATIONS**

- CTS-I certification
- DSP programming certifications
- Cisco, Tandberg, Polycom Telepresence installation experience/certification
- Syn-Aud-Con certifications
- Ability to travel 20%

Striving for excellence in everything we do, ComNet is committed to honoring these core values:

- Character – Being honest and acting with integrity toward each other, our customers and ourselves.
- Teamwork – Working together, through the good and the bad, toward a common goal and being jointly responsible for exceeding customer expectations
- Knowledge – Continuously growing our business and technical expertise and sharing our knowledge for the benefit of others
- Responsibility – Being accountable for getting the job done right and doing whatever it takes for the growth and success of our team and our customers
- Respect – Appreciating each person’s value to the team and treating each other with courtesy and professionalism