

Audio Visual Service Technician

FinePoint Technology is a leading technology service provider. We pride ourselves on the care we take in the work we do for our clients and customers. Our goal is to elevate their experience, so FinePoint becomes their go-to experts. We are a growing team looking for sharp talent that is willing to learn and grow with us.

As an Audio Visual Service Technician, your role is to provide technical support and maintenance for audio visual systems and equipment. You will be responsible for troubleshooting and resolving technical issues, conducting regular systems inspections, and ensuring the smooth operation of audio visual installations in various environments.

Essential Duties and Responsibilities

- Repair equipment and optimize existing systems
- Test point to point functionality of systems
- Perform test video and audio calls
- Support clients remotely and manage remote monitoring tools
- Test and troubleshoot control programs (Crestron, Extron, AMX)
- Write basic control system programming
- Fine tune audio video systems to ensure optimal performance
- Perform client training as needed and act as a customer liaison when needed
- Provide documented test results from system testing
- Update client on daily status; manage client relations
- When required, perform room audio measurements
- Provide professional customer service with prompt response to any questions
- Maintain a professional representation of the company at any meetings, events, or conferences
- Manage your own time efficiently in order to meet deadlines
- Monitor & address any potential service issues

Job Requirements

- Up to 50% travel, sometimes on a last-minute basis
- Occasional evening, overnight, and weekend work
- Maintain a professional appearance
- Must be able to climb ladders up to 25' tall and lift up to 75lbs.
- Proper and safe use of lifts, ladders, hand tools, power tools, and diagnostic tools
- Must be able to work in cramped spaces and on uneven surfaces
- Ongoing training/certification in industry related subjects
- Obtain and/or maintain CTS-I certification (completed within 1st year of hire)
- Obtain and/or maintain Unlicensed Registration for low voltage work within the state of MN immediately upon hire

Education/Experience

- High school diploma or equivalent
- Two-year technical degree in low voltage electronics and/or networking or 2-3 years related work experience preferred
- Proficient with Microsoft Office, including Word, Outlook, and Excel

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be self-motivated, positive in approach, professional to all employees, vendors, clients, and business partners
- Excellent written and verbal communication skills
- High level of organization
- High level of job site familiarity i.e. construction and corporate atmosphere
- Must be able to communicate effectively in a team
- Technical background and excellent computer skills
- Must be resourceful and ability to solve unusual or unexpected problems

Certificates and Licenses

- Valid driver's license required
- CTS or CTS-I preferred
- PLT preferred

Physical Demands

- Lift, push, or carry up to 75 lbs
- Sit, stand, bend, crouch, and kneel
- Walk on uneven surfaces
- Climb ladders up to 24' tall
- Vision acuity requirements include close vision, depth perception, and color recognition