

# POSITION DESCRIPTION



## Audio Visual Installation Technician

**EMPLOYMENT TYPE:** Permanent Full Time / (sub-contractor on consideration)

**LOCATION:** This position requires travel to various client locations mostly in the greater Brisbane area. At times travel outside of this area (including interstate) may be required.

**OVERVIEW:** As an AV Technician you will be at the front line of our business, providing a range of services installing and maintaining audio visual products for our customers. The job is varied and forever evolving as technology does, so you will always be learning something new.

AV Made Easy supply and support a wide variety of AV equipment across mostly residential products and some commercial. You will be working on your own or as part of an installation team to ensure that the AV solution we are providing are top quality, professionally installed and configured to the satisfaction of our Customers. AV Made Easy services include (but are not limited to):

- Antennas, TV points and Troubleshoot TV reception
- TV setups and wall mounting TV's
- Installation and configuration of AV gear/devices (Amp, DVD, Apple TV, etc)
- Home theatre and surround sound installations
- Security cameras (CCTV), alarms and intercoms
- Phone and data points
- Pre-build / renovation communications cabling and fit-out
- Commercial AV design and installation

Not only will you be an experienced AV installer, you will have exceptional Customer Service skills and aim to deliver an extremely high quality of service to all Customers.

## Role and Responsibilities

### Training

- Complete necessary induction training and actively participate in building your training and development plan, including any product or system training required.

### Service Delivery

- As directed by your manager, and via our job dispatch process, install, maintain, and explain Audio Visual products for our customers.
- Maintain sound knowledge of AV Made Easy services and pricing.
- Ensure neat and tidy workmanship on all jobs including clearing all rubbish.
- Prepare customer quotations, invoices and service contracts as required with close attention to detail.
- Manage customer payments including cash, EFT and CC transactions.

### Managing Customer Experience

- Maintain prompt, professional, and friendly service to AV Made Easy customers and partners.
- Work collaboratively with customers, suppliers, and your manager to ensure ongoing communication before, during and after each job to ensure expectations of all parties are met.

### Sales

- Actively work towards achieving your KPI's / Targets, including Ave \$ Sale, completions, and quality
- Create opportunities to actively promote AV Made Easy services and help build business and repeat business.

### Tools and Systems

- Perform all computer and App transactions accurately and as required for all job types.

- Stock management including ordering, handling and stocktake.
- Manage supplier relationships to ensure effective partnerships.
- Collect and deliver stock and supplies to site as required.
- Ongoing maintenance of company vehicles, tools and work equipment including regular cleaning and servicing as required and according to company policy.

#### General

- Work towards meeting and exceeding all targets as set out by your manager.
- Travel safely to and from all jobs, abiding road rules and laws.
- Comply with all AV Made Easy Policies and Procedures
- Responsible for contributing to a safe, healthy, and secure working environment, free from harassment, bullying and discrimination
- All other duties as requested by your Manager.

### Skills, Qualifications and Experience Required

#### Essential

- Interest in and experience with emerging AV technologies
- AV installation and service experience
- TV antenna system installation and service
- **Communications cabling experience**
- Current drivers licence
- Customer service experience
- Solid PC and iOS/android device understanding and competency
- Ability to work at heights and in confined spaces
- High level of experience using hand and power tools

#### Desirable

- Open Cablers Licence highly desirable
- Security installations experience (CCTV, alarms, intercom, access control).
- Security installers licence highly desirable.
- Working at heights certification or willingness to obtain
- First Aid and CPR certification or willingness to obtain
- Qld Construction industry white card
- Valid national police check or willingness to obtain
- Experience in a self-managed, fast paced role an advantage
- Sales experience

### Behavioural Expectations

#### Attention to Detail

- Completes all tasks accurately by clarifying details, checking work for accuracy and completeness, and following established procedures where applicable.

#### Commitment & Motivation

- Belief in the value of own contribution to AV Made Easy, makes the extra effort for the business and team.

#### Communication

- Expresses information and ideas clearly and appropriately whilst clarifying purpose and importance of the message. Ensures that the audience remains engaged.

#### Customer focus

- Identifies customer's needs and checks for understanding. Seeks to understand, educate and build collaborative relationships with both internal and external customers. Actively seeks feedback from customers.

#### Teamwork

- Willingness to participate as a member of a group that works together co-operatively. Effective contributor interacts within the group and participates in activities.

### *Considerations for Sub-contractors only*

**In addition to the above PD, Sub-contractors must have the following:**

- Registered business with ABN
- Commercial van (preferably white) and willingness to include some branded signage
- Work cover insurance / Income Protection Insurance
- Public and Property Liability Insurance
- Appropriate tools of trade
- Proof of work rights in Australia (birth cert / passport)
- Will be required to sign a sub-contractor agreement outlining terms and conditions of service delivery and partnership.