



An EDWOSB, WOSB, SDB, SWAM Enterprise

AV Professional Services Engineer

Position Description

As a Professional Services Engineer (PSE) on iSoft's Professional and Technical Services Team, you must exemplify exceptional communication, organization and leadership skills with strong technical experience in the integration of audiovisual, video conferencing and closely related technologies to support the delivery of turn-key solutions. Duties of your position include but are not limited to the below. Other duties may be assigned as needed to support the overall objective of the Team to meet project and service delivery customer requirements.

Core Responsibilities:

- Schedule, manage, and coordinate the available labor, materials, tools, equipment, transportation, and technical expertise for a successfully implemented AV/VTC project.
- Collaborate with the Service Manager and Logistics & Service Administrator regarding the overall planning and allocation of resources for upcoming projects.
- Conduct internal and external (customer site) kick-off meetings.
- Conduct internal project recap meetings.
- Review engineered drawings and statements of work prior to project implementation, and collaborate with Engineering on any questions, considerations and potential changes prior to start of project.
- Service as back-end support to technician crews for addressing project questions and concerns and provide high level technical support on site as needed.
- Provide software configuration and programming functions and support (ie. VTC, DSP, control system programming).
- Provide focused on-site and back end support in the final programming, testing and commissioning of projects.
- Perform QA/QC checks onsite and provide constructive feedback to technician crews.
- Successfully plan, implement, test, train, and close high profile audiovisual and VTC projects within the budgeted timeline provided. Assist in obtaining customer sign-off at completion.
- Perform pre-engineering site surveys and provide the in-house dedicated engineering team with all necessary information to effectively design A/V communications solutions for the end user.
- Maintain and update technical and project documentation to reflect every aspect of the project's progress.
- Support both new project installations as well as maintenance/service requirements at the direction of your supervisor.
- Manage projects on-site while overseeing and at times participating in the physical installation of the following (but not limited to): large displays, video walls, projectors and screens, Smart boards, speakers, amplifiers, audio/video switchers, mixers, DSP's, microphones, control systems, and video conferencing units.
- Read and interpret blue prints, drawings and schematics.
- Mark up AV design drawings and documents to reflect actual field (installed) conditions for the purpose of accurate as-built development.
- Assist in tracking equipment inventory, recording serial numbers, and delivering equipment.
- Work in varied conditions including outdoor environments and confined spaces. Erect and work on scaffolding, tall ladders and motorized lifts.
- Oversee the daily activities of projects and technician crews assigned to multiple concurrent jobs as well as provide the iSoft Service Manager and Customer liaison with all necessary updates throughout project at a frequency determined by your supervisor.
- Conduct work in compliance with national, state and local electrical and safety codes; telecommunications industry standards; materials manufacturer specifications; and customer requirements.

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Premier Provider and Integrator of Collaborative Video & Telecommunications Solutions!

- Be available to travel for out of town projects for extended periods of time when dictated by project requirements.
- Be flexible for working off-hours and overtime as required by project deadlines, including nights and weekends on a limited basis.

Base Qualifications and Requirements:

- High School Diploma or equivalent.
- One year college level basic electrical/electronic study or completion of formal military basic electrical/electronic training.
- At least five years of dedicated Audio Visual experience.
- Audio DSP programming experience or training preferred.
- Control system programming experience or training preferred.
- Self-sufficient, self-motivated, organized, reliable, with excellent work ethics.
- Detail oriented, have multi-tasking abilities and handle tight deadlines and challenging customer or job environments.
- Audiovisual/videoconferencing manufacturer experience and training, certifications a plus.
- Proficient in Microsoft Office.
- CTS or CTS-I Certification preferred but not required.
- Physical condition to perform job duties including seeing/hearing; feeling/handling/reaching; bending/crouching/squatting/kneeling/pushing/pulling/lifting/carrying weights in excess of 70 pounds (heavy work); tolerance for prolonged walking or standing on various surfaces.
- Work methods must be in compliance with national, state and local electrical and safety codes; telecommunications industry standards; materials manufacturer specifications; and customer requirements.
- Currently hold Secret Clearance or have eligibility to immediately attain a Security Clearance to support our DoD clients.