



<https://delawareav.com/job/full-time-onsite-av-engineer-audiovisual/>

## Full-time Onsite AV Engineer – Audiovisual

### Description

DAV is currently seeking a full-time onsite AV engineer who will support all audiovisual needs, executive level events, and end-user technologies.

This position is an onsite support role servicing the company's clients in the tristate region. Normal hours are 8:00 am – 4:30 PM, but flexible schedule must be kept to meet demands of events.

Excellent customer communications skills combined with strong AV technical background required. This is NOT a Help Desk or Customer Support role handling calls for Network, Desktop or other IT issues. This position REQUIRES in-depth knowledge of AV technologies.

### Hiring organization

Delaware Audio Visual

### Employment Type

Full-time

### Job Location

38 Reads Way, 19720, New Castle, DE

### Responsibilities

- Provide Audiovisual support for executive onsite: virtual events, conference calls, webcasts, and VTC meetings
- Coordinate scheduling for AV events, set up and test all equipment
- Troubleshooting and manning large scale multi-purpose global meetings from company control rooms in real time.
- Basic troubleshooting of Crestron systems (ie room schedulers) using toolbox, and ability to repair audio using DSPs such as Biamp.
- Provide remote diagnostics and take corrective action if necessary.
- Track repeat problems and provide feedback (reports) to the Technical Service Manager and CIO.
- Identify recurring problems that may require escalation to the Lead Engineers, or design changes and develop test plan to produce a resolution.
- Coordinate firm's internal resources to ensure that hardware and software faults are resolved to customer's satisfaction.
- Work with other vendors' equipment in the direction of specialization and certification.

### Education, Experience and Skills Requirements:

- 3-5 years in an onsite client service role
- Knowledge of Videoconferencing Software (WebEX), highly desired
- Knowledge of Crestron, Biamp, Extron, Polycom & Cisco equipment
- CTS certification preferred
- Proficiency in Microsoft Office
- Excellent communication skills

### Contacts

#### Corporate Address:

38 Reads Way

New Castle, DE 19720

**Phone:** [\(302\) 655-1600](tel:(302)655-1600)