

## *Advanced Audio Visual Implementation Technician*

### **POSITION OVERVIEW**

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers. What's our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience.

Since, 2000, Pinnaca has been supporting legacy and next generation video solutions using technology from Pexip, Polycom (Plantronics), Cisco Systems, Avaya and the new entrants such as Microsoft Skype/Teams and Google. Our strategy is to offer our partners and customers a set of visual communication and collaboration services, accessible anywhere, anytime, that delivers on today's business requirements, with a vision for the future.

We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

### **POSITION OVERVIEW**

Under minimal supervision, the Advanced Audio Visual Implementation Technician provides for the professional installation and troubleshooting of audio and video equipment and control systems. The technician will provide technical support for the Integration services business unit. Maintains a high level of interpersonal and communication skills to establish and maintain productive working relationships.

## **MAJOR DUTIES AND RESPONSIBILITIES**

- Installation and termination of various types of signaling cable
- Mounting displays, projectors, speakers, and cameras
- Mounting and cabling equipment in racks.
- The configuration of video conferencing equipment, simple control systems, and audio processors.

## **PERSONAL ATTRIBUTES**

- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations is essential.
- Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- High level of integrity and dependability with a strong sense of urgency and results-orientation
- Excellent communication, and Documentation Skills
- Ability to successfully communicate with customers in a professional manner

## **PREFERRED SKILLS AND EXPERIENCE**

- Licensed power limited technician
- Installation and setup of professional audio DSP equipment
- Live sound experience
- Video production
- Commercial audio/video experience
- Setup and installation of Extron MLC controllers and Global Configurator
- Knowledge and familiarity with Cisco, Polycom and LifeSize video conferencing equipment
- Working knowledge of MS Visio®
- Working knowledge of power limited circuits, and related building codes
- Experience in the installation and troubleshooting of audio, video and control systems
- Understanding and proficient use of basic installation tools
- New construction experience

## **EDUCATION AND SKILLS REQUIRED**

- Technical / college degree or equivalent experience
- 3+ years applicable work experience in the audio & video industry
- Computer proficient
- Excellent verbal and written communications skills
- Professional attitude and demeanor
- Willingness and desire to learn
- Must be willing and able to travel 50%