

Title: Lead Service Technician
Reports to: Engineering Manager
Class: Full-Time
Type: Hourly/Non-Exempt
Revised: 11/30/2021

Primary Role:

Responsible for directly responding to service requests, fulfilling service needs, and properly and accurately documenting the service tickets that filter in through the various channels that include AVE's website, service@..... email, office calls & account manager service leads.

Responsibilities:

- Communicate directly to the client for verification and clarification of reported service requests. Must be able to schedule on-site visits and be available to travel outside of the Twin Cities metro area, if required.
- Properly diagnose problems and provide solutions to resolve and/or repair them.
- On a timely basis, provide ongoing and completed detailed reports within D-Tools software for service tickets, determine equipment and labor costs for billing purposes.
- Excellent oral and written communication skills required to explain issues with equipment and repairs to customers and to provide estimates for approval.
- Develop a service relationship with our vendor partners and understand their service structure. Understand warranty and non-warranty procedures and utilize vendor support channels.
- Submit requests for ordering parts when needed.
- Perform routine maintenance and provide ongoing superior customer support.
- In circumstances of older equipment needing to be retired, for instance, install new products and test them to ensure they are performing correctly within the realm of "the system".
- Educating the client on how to use and maintain their device(s).
- Must be able to effectively handle stressful situations.
- Build and maintain relationships with customers.
- Generate and implement ongoing maintenance schedules for customers with service contracts.
- Constantly observe ways to bring value and provide solutions to the customer.

Additional/Secondary Responsibilities:

- Commissioning Team: provide commissioning duties on service projects as well as new installs when needed and scheduling allows.
- Install Team: provide installation assistance when scheduling allows.
- Marketing Effort: provide time and talents toward the company's marketing efforts (videos, social media posts, intellectual property).
- Sales Opportunities: generate other sales opportunities through offering solutions to customer challenges and communicating customer's sales requests to proper account managers.

Accountability:

The Lead Service Technician will be accountable to the Engineering Manager. Secondary accountability will be to the Managing Director and other management team members, employees, and customers of the company.

Support:

The Engineering Department lead by the Engineering Manager will provide direct support when needed.

Qualifications:

The Lead Service Technician shall possess a two-year electronics degree or equivalent combination of education and related field experience. Must have a working knowledge of low voltage audio-visual systems. Must be able to effectively utilize various diagnostic software and testing tools or to demonstrate the ability to learn such tools. Must demonstrate computer literacy in Word, Outlook, and AutoCad (.dwg viewer) or equivalent and ability to understand and learn D-Tools. Immediate use of computer skills is a must and will be used daily. Must possess superior interpersonal skills and be a team player. Strong organizational skills required. Must be able to manage multiple tasks and adjust to shifting priorities. Must have a strong sense of urgency and take ownership of primary duties.

Additional Qualifications:

Must possess a strong working knowledge of professional audiovisual concepts and a minimum of two (2) years' experience with integration, servicing, implementation of similar work in House of Worship.

Additional Skills and Abilities:

- Excellent written and verbal communication skills.
- Must be responsible, self-motivated, self-starter, personable and well-organized.
- Superior customer service skills to navigate both internal and external customers.
- Ability to manage multiple tasks.
- Strong interpersonal skills and ability to work with diverse groups.
- Proficiency in the use of personal computers including such programs as MS Word, Excel, PowerPoint and Outlook.
- Ability to demonstrate planning, organizing, and implementing skills which allow the successful completion of a project by a specific due date.
- Must be able to effectively handle stressful situations.
- Must be able to read and effectively interpret general business documentation.
- Valid and current driver's license.

Physical, Mental and Environmental Requirements:

1. Employee is required to stand, walk, climb, crouch, sit and use hands and fingers.
2. Some moderate lifting of objects is required. Will be required to use lifts and go above 10'.
3. Reaching, grasping, and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.
6. Comply with company policies, professional appearance as well as health and safety issues.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement(s).