

TITLE: AV Quality Control & Service Manager

REPORTS TO: Director of Audiovisual

JOB DESCRIPTION:

As the AV Quality Control and Service Manager you will manage the company's response to service inquiries for both contract holders and emergency repair visits. In addition to Service, you will be responsible for supporting quality standards among our technical installation teams.

RESPONSIBILITIES:

- Managing the response to clients' request for service on AV systems
- Performing quality control checks of new installations to ensure client satisfaction
- Commission AV systems when new AV work has been completed
- Acting as the primary liaison between B.I.G. and the client during the commissioning and service visits
- Exceed the clients' goals and objectives
- Initial client contact and client meetings
- Oversee and participate in technical proposal creation
- Ensure client expectations are met throughout the AV project lifecycle
- Following up with clients during and after the project

JOB REQUIREMENTS:

- High School Diploma or GED
- Highly knowledgeable in troubleshooting all types of AV systems and network systems that support AV signal traffic.
- Ability to lean on technical knowledge to lead AV requirements gathering
- Infocomm/BICSI certification preferred
- Industry certifications from manufacturers preferred (Extron, Crestron, Harmon, Biamp, QSC, NEC, Sharp, Planar, etc)
- Ability to successfully pass a pre-employment screening process that includes a criminal background check, drug screen, and driving record check
- Must maintain an acceptable driving record as you will be issued a company vehicle

Send your resume to resume@biggp.com. We are looking forward to hearing from you!