

## JOB DESCRIPTION

**Job Title:** AV/LV Project Manager  
**Department:** Technology  
**Reports To:** Vice President of Technology  
**FLSA Status:** Exempt

### **Position Summary:**

The AV/LV Project Manager oversees the project preparation and on-site activities of AV installation projects. The goal of their role is to:

- Provide a Positive Customer Experience
  - Proactive project planning
  - Issue/Risk mitigation
  - Frequent and meaningful communication
- Maintain and/or increase project margins

### **Essential Duties and Responsibilities:**

#### **Proactively Manages AV Project Installations**

- Responsible for ensuring all customer expectations are met and/or exceeded
  - Finalize technical Scope of Work, review with client and obtain approval
  - Approve labor estimates (internal and external)
  - Work to appropriately identify resources needed for all installations
  - Identify and communicate any Client Requirements found through site visits, construction meetings and/or reviewing solution designs
  - Identify optimal schedule for installation, balancing customer needs with Company needs
  - Coordinate AV project requirements with other trades involved in projects
  - Acquire daily site progress reports from lead technicians and take appropriate actions when required
  - Review final solutions to ensure solutions will function as designed
  - Ensure time is allotted for hand-off meetings, equipment preparation, job closing paperwork and post-op meetings as needed
- Conduct site visits and audit as needed throughout the project to ensure all issues and challenges are proactively identified
  - Conduct pre-install site visits as needed to ensure all client requirements have been met and site is ready for installation
  - Attend daily/weekly construction meetings as needed. Communicate with the project team when appropriately.
  - Prepare installation folders for technicians: checklists, drawings, parts lists, SOW, PIW, etc.
  - Assign lead for daily field updates
  - Regularly visit job-sites to inspect progress
- Approve projects for purchasing
  - Balance project schedule
  - Facilitate ordering of materials for projects
  - Monitors installation progress and Manage all internal and external project change orders
  - Coordinate equipment distribution and shipping to meet project timelines
- Proactive Communication

- Create, manage, and update Project Status reports
- Assigns team tasks and follows up to completion
- Provide regular updates to the project team (to include, customer, Account Manager, sub-contractor, senior management, ect.)
  - Minimum weekly updates during engineering/prep phase
  - Daily updates during installation
- Notifies appropriate team members when issues are identified
- Follows Customer Connect Program
- Conducts final installation audits to ensure deliverables are met to iSpace stated standards
  - Tests rooms
  - Confirm job-site standards are met; professional conduct, clean environment, organized rack installations, etc. Re-direct if not complete
  - Identify all punch list items and assign appropriately for completion
  - Confirm all project completion standards are met; as-builts, sign-off documents, code, etc. Re-direct if not complete
  - Schedule Quality Assurance checks and correct any project deficiencies identified
  - Photos finished jobsite
- Conducts Project Close-out
  - Schedule customer walk-throughs
  - Obtain project signoffs
  - Complete RMA's as needed, and ensure equipment/gear is returned to iSpace
  - Direct engineering team to create final EC/CO's
  - Create and maintain all project related documentation in accordance with company guidelines
  - Submits project folder to accounting for invoicing

#### **Hold Self and Others Accountable to Serve as a Steward of iSpace Core Values and Brand**

- We are **EXPERTS**: We provide well thought out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other.

**Other duties may be assigned.**

#### **Skill and Abilities:**

**Analytical Skills** – Demonstrates the ability to observe, investigate and interpret a given situation to develop and mitigate risk involved with complex solutions.

**Communication** – Exhibits great listening and comprehension. Expresses ideas and thoughts in written and verbal form. Keeps others adequately informed. Selects and uses appropriate communication methods.

**Innovation** – Develops innovative approaches and ideas. Displays original thinking and creativity. Generates suggestions for improving work. Meets challenges with resourcefulness and respect to others.

**Project Management** – Integrates changes smoothly. Plans for additional resources. Prioritizes and plans



work activities. Sets goals and objectives. Demonstrate time management skills with attention to detail. Develop project plans, Manages project team activities. Understand and maintain project budgets

**Problem Solving** – Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Minimum of 5 years field experience with Field Project Management in the A/V industry, construction, or related fields; or equivalent combination of education and experience.

**Computer Skills:**

Proficient in Microsoft Office including Word, Excel and Outlook; Dtools proficiency (internal candidates); or the ability to become proficient in Dtools (external candidates).

**Certificates and Licenses:**

- Avixa CTS Certification is a plus
- Hold Self and Others Accountable to Serve as a Steward of iSpace Core Values and Brand

**Other Requirements:** Willingness and ability to work beyond 40 hours per week during peak periods to ensure client needs are met. Ability and willingness to travel as well as work evenings or weekends is required.

- Strong troubleshooting and decision-making skills
- Ability to conduct a thorough site visit
- Able to read and interpret construction drawings, facility plans, and schematics
- Ability to document a high level of detail
- Comprehensive understanding of resource management and scheduling
- Technical knowledge in audio - video industry

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.



Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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**ACKNOWLEDGED: Employee Signature**

\_\_\_\_\_  
**Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Supervisor/Manager Signature**

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**Date**