

JOB DESCRIPTION

Job Title: Programmer
Department: Technology
Reports To: Field Services Manager
FLSA Status: Exempt (Salaried)

Position Summary: The Programmer will work with the Technology Team and the client to gather system program functionality requirements and preferences.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Field Service Technician Specific Responsibilities:

- Programs Crestron, Q-Sys, Extron, and RTI systems.
- Programs Audio DSP with Biamp, Q-SYS and other systems.
- Performs thorough testing and commissioning of all systems both in office and onsite.
- Supervises in-house rack resting and equipment setup for assigned projects.
- Provides remote support to Technicians and Field Engineers for integration of systems.
- Performs remote and onsite service support as needed for completed integrated systems as part of our ongoing Technology Management Support Plans.
- Coordinates with Engineer, Integration Manager, and Project Manager on system scope and design.
- Create user guides for customer system operation and provide end user training.
- Continually work to improve customer service perception, and satisfaction.
- Document internal processes and procedures related to duties and responsibilities.
- Capture configurations and programs created within our system.
- Enter time and expenses as they occur.
- Closes jobs in conjunction with Project Manager.
- Support of creating technical standards, process/procedures.
- Complete training programs and gain certifications as required. Other duties as needed to meet business needs.

2. 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

Competencies: To perform the job successfully, an individual should demonstrate the following.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Continuous Learning - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Teamwork - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

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:

- 3 to 5 years+ in Audio-Visual system field installation and integration.
- 3 to 5 years+ in Audio-Visual Systems programming of Crestron and other top control systems, DSP Audio etc...
- High school diploma or equivalency required / College degree in technology a plus.

Computer Skills:

Working knowledge and proficiency with Microsoft Office Suite.

Other Requirements and Skills:

- Crestron/Extron/Q-SYS, Poly, Biamp, Shure, Vaddio, Zoom, Teams etc... Manufacturer-
- Software Experience/Training.
- CTS certification.
- Ability to read and understand project drawings and schematics, engineering notes, and operation manuals.
- PC literacy to include Microsoft Office applications, MAC experience helpful.
- Experience performing each of the job responsibilities outlined above in an associated industry.
- Demonstrate effective communication skills using tact and courtesy along with the ability to manage pressure sensitive situations.
- Demonstrated ability to work without direct supervision.
- Working knowledge of networking fundamentals such as TCP/IP addressing, firewalls, routers, VPN and Vlan setup in an AV/IT environment.
- Good interpersonal and time management skills.



- Must be detail oriented, have multi-tasking abilities, and handle tight, high stress deadlines.
- Candidates must be able to work multiple shifts given including days, evenings, overtime, and some weekends based on project deadlines.
- Ability for some travel to complete assignments.
- Professional presentation and demeanor.
- Have/maintain a clean driving record and valid driver's license.
- Hybrid work environment

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. While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts; fumes or airborne particles and risk of electrical shock. Possible exposure to cleaning chemicals.

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. The noise level is usually moderate.

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 be able to lift and /or move up to 10 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.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date

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