



## JOB DESCRIPTION

**Job Title:** Senior AV Systems Engineer  
**Department:** Technical  
**Reports To:** Director of Operations Technology  
**FLSA Status:** Exempt

**Position Summary:** The Senior AV Engineer plays a critical role in delivering advanced AV solutions through expert design, configuration, and implementation. Supporting pre- and post-sales activities, this position bridges technical knowledge with client engagement, ensuring seamless delivery of AV systems. Responsibilities span from system architecture and project management to on-site troubleshooting, collaborating with clients and cross-functional teams for exceptional outcomes.

**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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

### **Pre-Sales Design and Planning:**

- Pre-Sales and Design Support
- Translate client needs into functional system designs and block diagrams.
- Assist with technical design reviews and provide labor/material estimates for proposals.
- Generate architectural drawings, acoustical models, and documentation as required.

### **Project Execution & Engineering:**

- Configure, program, and test AV systems
- Troubleshoot technical issues and ensure system functionality meets client requirements.
- Collaborate with Lead Technicians and Project Managers to ensure timely project completion.
- Provide on-site customer training and system handoff.

### **Post-Sale & Customer Support:**

Coordinate with vendors, engineers, and programmers to resolve issues.  
Support the Help Desk on escalated service calls.  
Travel regionally or nationally as required for client projects.

### **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
- We are **OWNERS**: We are 100% employee owned. We think and act like owners, making every decision count for our collective success.

### **Other duties as needed to meet business needs**

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

**Analytical Skills** – Collects and researches data. Designs workflows and procedures. Identifies data



relationships and dependencies. Synthesizes complex or diverse information. Uses intuition and experience to complement data.

**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.

**Planning and 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.

**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.

**Solution Management** - Communicates changes and progress. Completes projects on time and budget. Coordinates projects. Develops project plans. Manages project team activities.

**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.

**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:**

Bachelor's degree in engineering or a related field, or 5+ years of relevant AV experience.

**Technical Skills:**

- Proficient in Microsoft (Outlook, Word, Excel, PowerPoint, SharePoint, Vizio)
- Working knowledge of web conferencing platforms Teams, Zoom, Cisco
- Experience designing AV over IP, network-based AV solutions
- Control Solutions (Crestron and Extron)
- DSP Systems (Biamp, QSC)

**Education, Certificates and Licenses:**

- Bachelor's degree in a technical related field, or 5+ Years' AV Experience
- Certified for at least one core Audio DSP product line: Biamp Tesira, QSC QSYS.
- Crestron or Extron certifications preferred
- Valid and current AVIXIA CTS Required; CTS-D certified preferred

**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.

- Communicate and interact with internal employees, clients and colleagues in a professional and timely manner
- Proven business writing skills
- Support user acceptance testing
- Ability to diagnose complex system problems
- Ability to conduct a thorough site visit.



- Ability to document a high level of detail as it pertains to each project in a fast pace and changing environment.
- Advanced computer skills as required for the design, configuration, and operation of AV equipment
- Ability to work and think independently and ensuring to meet deadlines
- Valid Driver's License and a Motor Vehicle Record that meets iSpace driving standards
- Ability to obtain formal approved clearances (Government or system specific) required.

**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. This job operates in a professional office environment as well as client or construction sites. Personal Protective Equipment (PPE) will be provided as needed.

**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**

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

*iSPACE environments is an Equal Opportunity Employer and will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership or activity in a local human rights commission, status with regard to public assistance, or any other basis under law.*