



Job Description – Lead AV Engineer (LAE)

Job Summary:

The primary role of an LAE at HIAV is to ensure successful first time installation of AV systems at customers' sites around the UK. This includes the specification and planning of these installations along with the upgrade, maintenance and repair of installed systems when necessary. Additionally, an LAE will be expected to provide input into project management and sales & marketing activities where the technical skills of the LAE are required e.g. solution design, technical specifications etc.

An LAE must be able to perform the role in any of the following ways;

- Individually, working alone
- As the lead member of an installation team
- Managing a team working concurrently at a separate site (where team members are either fellow employees, sub-contractors or a mix of both)

It is essential that the LAE ensures that projects are delivered on time and within budget, to this end the LAE is expected to participate in project planning and management. The ability to achieve this is a critical success criteria of the role.

On those occasions where projects do not run to schedule or budget an LAE is expected to manage the situation to bring about a conclusion that is acceptable to the company and the client. The ability to work under your own initiative and communicate effectively with client and company management is required.

Provide recommendations and improvements to company procedures to assist in meeting customer SLA's.

An LAE must have and keep up to date appropriate AV industry qualifications, familiarity with the products promoted by HIAV and any appropriate regulatory and H&S certificates.

An LAE will carry out site surveys and document findings to assist in system designs and costings and is required to maintain documentary records in line with company requirements.

As required, incoming engineers will be managed by the LAE. The LAE will be involved with the recruitment process for incoming engineers including training, appraisal and HR issues.

Where appropriate, the LAE will be required to assist with other non-installation tasks to help improve and develop the company.

For the majority of time the LAE will be working at customer premises, the role will require regular attendance at HIAV's office.

Job Details:

| Key Accountabilities | Indicators of Effectiveness |
|---|--|
| Successful installation and implementation of new systems | Agreed % of new systems installed and implemented within budget versus agreed % installed within 110% of budget. |
| Maintenance, upgrades & repairs | Respond within agreed customer SLA timescale. |
| Team Leadership | Ensure all team members are appraised and have appropriate training plans. |
| Record keeping | Maintain installation diaries and produce chargeable job information to be invoiced |



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| Surveys | Ensure survey is carried out within agreed time scales and any budget variance is conveyed within 24 hours. |
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Necessary Skills and Attributes:

| Skills and Attributes | Details |
|------------------------------------|---|
| Academic/Technical Qualifications. | National 5 level English Higher level Mathematics Higher level Physics or computer related subject CSCS/ECS PASMA IPAF Extron Certified AMX Certified SMART Accreditation Polycom VC Cisco VC |
| Knowledge and Experience | Knowledge of and ability to design Commercial Audio Visual solutions and integrate the latest products. At least 2-year experience of working in a similar role. Must hold a full UK driving license, preferably without endorsements |
| Computer Skills | Microsoft Office 365 Control processor programming |
| Communication Skills | Presentation skills. Good questioning and listening skills. Ability to gather information about a customer's requirements. Good positive and welcoming personality. |
| Attitudes and Behaviour | Positive forward thinker that is self-motivated and driven to succeed. Ability to persevere and change tack to succeed. |

Key Relationships:

Within Your Company:

Reports directly to the Technical Director/Managing Director. Any engineers within the team will report to the LAE.

External to Your Company:

Relationships with onsite contact on projects, sub-contractors and suppliers.

Authorisation:

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| Name | Job Title | Signature | Date |
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| Name | Job Title | Signature | Date |