

AV System Designer

Salary: Depending on experience plus car allowance (full clean driving licence required)

The role:

Your role will be to provide support to our sales team which includes front line sales staff, internal small sales and where relevant, bid support writer. We have two vacancies and ideally these roles will cover the country between them and our other designers.

Excellent time management and organisation skills are essential as you will be expected to manage your tasks and activities between the office and client appointments including technical site surveys.

Main duties and tasks:

This role encompasses a variety of tasks but primarily has responsibility for producing designs, documentation and training for client AV installs.

Duties include but are not limited to:

- AV system design of:
 - Undertake full site surveys at potential new client sites to include an inventory of existing equipment
 - Assess the customer requirements within the constraints of the site
 - Work closely with the sales team to:
 - Agree a solution that meets the customers' expectations
 - Ensure tender responses are technically correct and fit for purpose
- Be able to perform a full health check on existing equipment as part of the sale process for Service & Maintenance contracts
- Prepare documentation for customer handover including detailed drawings, AV rack design and mounting information
- Training customers on system use and customer service on trouble shooting
- Commissioning installations from time to time if required
- Delivering AV training and documentation to clients post install
- Second level customer service support
- Build costing sheets in line with the design and the supplier quotes
- Write technical proposals for tendering or general priced proposals
- Provide reports following site surveys

- Attend site meetings to support sales either in a technical capacity or for product demonstrations. On occasions you may be required to do so alone
- Support internal small sales with product or technical guidance

Knowledge, Skills and Experience

Essential requirements

- Audio visual design experience is paramount and the ideal candidate will have had previous installation experience (as a minimum we expect you to be able to design an AV system)
- Outline AV design for budgetary purposes as well as full design for costing and technical proposal documentation
- Installation drawings including rack build design, wiring schematics and numbering schemes
- Communicate with manufacturers/suppliers to help support the AV design process
- Build costing sheets in-line with the design and supplier quotes
- Familiarity with conducting and writing site surveys and be able to produce technical writing for proposals and tenders
- Good knowledge of digital transmission including AVoIP and HDBaseT
- An excellent understanding of audio conferencing systems and protocols
- A thorough understanding of analogue and digital based systems and AV system design
- Good familiarity with design software (i.e. Stardraw, CAD or other similar packages)

Supporting skills:

The ideal candidate will be familiar with professional conferencing system (sometimes referred to as Congress or Delegate unit systems). These often incorporate electronic voting and microphone management. They integrate with webcasting but a deep knowledge of streaming isn't essential.

You should also be fluent with video distribution using distribution methods such as HDBaseT and should be up to date with manufacturers such as Crestron, AMX, Extron, Christie, Kramer, Biamp and Sennheiser.

In addition you should:

- Be capable of preparing an AV system rack design.
- Designing Crestron systems is a real advantage.

Other often related requirements include, Digital Signage, occasionally Video Conferencing and Room Booking and induction loop systems.

A general understanding of Visual displays is assumed but you will be expected to be able to calculate Projection systems/ displays in order to specify the most suitable size, ratio and contrast of the projector and screen. Experience of working with heritage constraints would be beneficial.

Likewise, you are expected to design Audio systems with suitable speaker placement and power calculations considered

Personal Qualities

- Professional communication skills externally and internally and the ability to present to clients is essential
- Excellent customer service skills
- The ability to think quickly and outside of the 'standard' solutions
- Time management and good organisational skills along with the ability to prioritise and manage workloads in a timely manner
- Be a self-starter with the ability to work autonomously
- Previous knowledge of using a CRM system would be an advantage