

## Job Description

**Designation:** AV Installation Engineer

**Responsible to:** Technical Team Manager

**Base:** Brighton or Halifax / remote / flexible (but will be working on client sites throughout the UK)

**Hours:** Company standard working hours are 39 per week, however this post is outside of the 'normal' office hours and therefore the Company TOIL and Overtime policy applies to this role. Please refer to the policy for information,

**Salary:** negotiable, depending on qualifications, experience & location

### About Public-i

Public-i are at the forefront of the Public Sector market providing democratic transparency through innovative audio-visual solutions and our in house developed software & streaming products. Over 140 councils throughout the UK rely on us for webcasting their meetings to the public to help support, grow and pioneer democracy and social engagement.

We know that the world of AV in local authorities may not *sound* like the most exciting, and we'll be honest it doesn't compare with working on super yachts **BUT** we are a well-established business working with great clients, supportive colleagues and market-leading products. We offer fully funded training and progression opportunities; regular appraisals and salary reviews and we genuinely care about the staff we employ. We offer generous annual leave, TOIL, overtime and the ability to have input on the projects you will be working on along with other staff benefits.

We have built our reputation on our core streaming product, Connect, and our "full-package" hardware, software, support, streaming, and hosting service. Our clients have increasingly required hybrid solutions, and we have seen our busiest 2 years in our 23-year history. We design new systems and integrate with existing ones. Typically, we work with PA, conference systems, displays/projectors, video routing and distribution, signal processing and control systems. Our team provides full support and maintenance for our clients, too.

### About this role

Operating as part of a busy team (and sometimes alone), the primary role of the AV Installation Engineer is to undertake the successful delivery of the entire AV solutions we offer on client sites. In order to do this, you will work in accordance with the projects statement of work (content of this may be influenced by your thoughts on installation methods) , schematics, plans & schedules as provided by the in-house project team and the AV designer. The purpose of the role is to ensure that installations are carried out to the highest level with minimal waste of project time and resource. A 'right first time' mentality to prevent return site visits is a must.

Between installation work, you will undertake a variety of other tasks including rack building in one of the two offices (Hove or Halifax), service, maintenance and fault calls and training.

This is mainly a field-based role and as such a Company van is provided. Our work takes place across the UK and Ireland so you will be required to stay away at times. On average, this is about 60% of the time and we try to schedule local work between installation jobs to help our colleagues manage their work-life balance. Our working week is Monday-Friday: weekend work is exceptionally rare and always voluntary.

We always schedule travel time within work hours, so we do not expect staff to travel to jobs at weekends or to leave home before 7am. When working away from home, all meals and accommodation are paid for, and you will receive an overnight allowance for each night spent away. The nature of the job means that site-based work can run over

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standard office hours. As such we operate a TOIL and overtime system to account for this. Engineers are provided with a company credit card for subsistence and consumables and must be willing to be responsible for submission of their receipts in line with company policy. Time is allocated for engineers to complete their administrative tasks.

## Candidate Requirements/ Skills

The following skills are required for this role:

- At least 4 years' practical experience of AV installation and integration
- Good understanding of Audio & Video types, signal paths, processing & distribution
- Good understanding of control systems and different control protocols
- Excellent cable termination skills of a wide range of connections including soldering & crimping
- Excellent rack building skills, with a commitment to detail, neatness and good practice
- Experience in fault diagnosis, rectification & preventative maintenance
- The ability to read wiring schematics, plans & elevation drawings
- Well presented, courteous and professional as an ambassador for the company
- High attention to detail & level of pride in your work and a right first-time mentality
- Well organised and able to work under pressure at times
- Ability to work autonomously and hit the ground running after an induction period
- Full, clean UK Driving License
- Happy to work away from home, throughout the UK and Ireland
- Good communication skills (verbal & written)
- An ability and willingness to organise and complete administrative workload to a high standard and in a timely manner (e.g. post-project paperwork, handovers to colleagues or expense submissions).

The following skills are an advantage for this role:

- Experience of working on construction sites and able to complete 1<sup>st</sup> and 2<sup>nd</sup> & final fix tasks
- An understanding of audio-conferencing systems
- Familiar with device configuration such as matrix switchers & DSPs
- CTS/ CTS-I accreditation
- CSCS/ ECS, PASMA, IPAF, Asbestos Awareness qualifications
- Experience of working in buildings with heritage restrictions

## Duties

This role is varied, and every day will be different. However, some common duties include:

- Carry out site surveys for our basic solution upgrades and new opportunities
- Rack Building
- Update/ produce accurate and timely documentation to reflect the as-built solution (eg. System schematics/ IP tables) and upload to the CRM post installation
- Checking and recording visit and installation information in our CRM and ensuring tickets within the system are updated on a regular basis
- Completing necessary administrative tasks for your role, for example, van tidying and keeping on top of consumables stock, submitting credit card receipts and undertaking mandatory training courses.
- Whilst we have dedicated staff to carry out the following tasks, you will also be required to occasionally help with the following: -
  - Conduct service visits (both reactive and preventative maintenance)
  - Provide backup to the service desk for live stream monitoring and customer support enquiries
  - Set-up & operate one off events
  - System commissioning & testing