
AV Field Engineer / Assistant Field Engineer

Job description:

Force Technology Solutions (Force Tech) is seeking a creative, highly-organized and self-directed Field Engineer or an Assistant Field Engineer willing to learn. Force Tech is a fast-growing, engineering driven, technology design/build/integration company focused on professional audio, video, lighting, broadcast, IT, and control solutions. Quality installation work is the foundation of Force Tech. The ideal candidate will be a creative problem-solver with exceptional organizational skills and a passion for technology. As a Field Engineer, you will play a pivotal role in executing service calls, installs, & commissioning while ensuring that our solutions meet the highest standards of quality and performance.

Primary Duties:

- Onsite System Commissioning.
- Supporting new and existing clients with their service and support needs on-site and off-site.
- Collaboration with other members of the Sales, Engineering, and Installation Teams.
- Supporting the creation of new systems with engineering software.
- Preparing general submittals.
- Site surveys to gather information for integration conditions.
- Ensuring high levels of customer satisfaction through excellent service.
- Maintain a high level of communication with all project principals: Project Manager, Project Supervisor, Client, Sales, Engineering, and horizontal trades.
- Product demos and Client training as necessary.
- Seeking familiarity and education regarding new technologies.
- Occasional on-site Installation assistance to learn the Force Tech way of doing things and offer improvements.
- Occasional Production and Event Assistance as needed.

Preferred Technical Experience (Not Mandatory, But must show a strong willingness to learn):

- Knowledge of broadcast A/V systems and IT networking.
- Windows Server setup and management.
- Windows Command Prompt / Powershell.
- Terminal Systems and Serial Communications.
- Microsoft Teams Deployments.
- Server, Switch, & Router setup and Management.
- Experience with command-line in Cisco, Netgear, HP/Aruba, Mikrotik, Etc.
- Troubleshooting ethernet traffic using Wireshark, as well as general network troubleshooting.
- Experience deploying and configuring; ST 2110 IP media networks, PTP synchronization, boundary clocks, IP gateways, IP video test and measurement equipment. Audio-over-IP signals as Dante, AES67, AVB and familiarity with IPTV Systems.
- Experience with Broadcast equipment from Evertz, Ross, Imagine Communications, Sony, Grass Valley, Panasonic, JVC, EVS, and AJA - including routers, switchers, cameras, servers, etc.
- Experience with AV Equipment including; Q-SYS, Crestron, Extron, Yealink, and Visionary Solutions.
- Experience with displays, including LCD, direct view LED, monitor walls, etc.
- Proficiency generating, testing, and measuring; Video signals including baseband SDI, component, composite/VBS, 2110-20, NDI, HDMI, etc.
- Proficiency generating, testing, and measuring; Audio signals including balanced and unbalanced, line and mic, MADI, AES, Dante, AES67, etc.
- Possess knowledge of system components, structured cabling, fiber optics, and audio/video/control signal flow.
- Be highly proficient in various cable terminations and soldering, including work with small terminations and components.
- Perform general wire pulling and maintain systematic rack cable dressing, with the ability to provide visual evidence of rack dressing skills. (Photo submissions of rack dressing work with your resume is encouraged).
- Read plans, room and equipment layouts via CAD, understand line diagrams, rack elevations, cable run lists, and room layouts.
- Preferably hold CTS, CCNA, and/or BICSI certifications.
- Be proficient in the use of power tools and adhere to OSHA requirements.

Secondary Duties:

When necessary, this position may be required to provide support in other areas of the company. Force Tech is a growing business and many of the employees fulfill multiple roles. No requested task should be considered beneath any employee when it comes to assisting in the bigger picture of the company.

Required Physical Demands:

- Have the physical capacity for light to heavy manual labor over extended periods in various conditions, including continuous walking, bending, kneeling, sitting, twisting, stooping, crawling, stretching, squatting, lifting, pushing, pulling, reaching, entering and exiting vehicles, and working in confined spaces.
- Ability to lift, raise, lower, push, or carry up to 75 lbs from ground to waist, waist to overhead, and from one surface to another at mid level.
- Remaining in a stationary position, often sitting or standing, for prolonged periods.
- Ability to bend, crouch, kneel or crawl in small or cramped spaces with frequency.
- Ability to ascend or descend structures such as ladders, scaffolding, ropes or poles that require the use of both upper and lower body.
- Ability to work on equipment that is over individuals head and shoulders/at or below the shoulders while standing/sitting.

Required Job Qualifications:

- Must be able to start the work day at 7:00 am.
- Must be able to work out of the Fort Wayne, IN office location.
- Must be able to adapt to a flexible schedule.
- Must have a good work ethic and positive attitude.
- Must be willing to pursue familiarity and seek education regarding new technologies.
- Must have the ability to work with a team or by themselves.
- Must have the ability to understand quality performance with a strong attention to detail.
- Must possess time management and organizational skills, and have the ability to perform within realistic yet tight deadlines.
- Ability to handle multiple tasks daily and respond quickly and accurately to requests for assistance.

- Must have the ability to recognize when to escalate questions or problems to other team members or Management when necessary.
- Must maintain a positive outlook with a strong sense of motivation and curiosity.
- Must have strong interpersonal and communication skills.
- Must maintain reliable personal transportation.
- Must maintain a valid Indiana driver's license with a clean driving record.
- Must be able to pass a background screening.
- Must be able to pass a drug test.
- Must be willing to abide by Force Tech Off-Duty Conduct Policy.
- Must be willing to abide by Force Tech's Dress-Code which includes grooming standards.

Ideal Previous Experience:

- 1-3 years of experience in a similar industry (preferred but not mandatory).
- Bachelor's degree or equivalent experience (preferred but not mandatory).
- Excellent organizational and multitasking skills.
- Strong written and verbal communication skills.
- Proficiency in Google Suite and CRM/ERP software.

Compensation:

- Hourly: Based on Experience
- One-time bonus after acquiring CTS Certification.

Benefits:

Benefits are provided at the sole discretion of Force Technology Solutions, LLC.

- Excellent Employer sponsored healthcare available after 90 days.
- Employer matched 401K available after six (6) months, conditions and restrictions apply.
- Advancement opportunities available as needed in the company.
- Eight (8) paid holidays per year.

- Five (5) paid sick/personal days per year after ninety (90) days of employment.
- One (1) week (5 days) of paid vacation time per year after ninety (90) days of employment.
- Two (2) weeks (10 days) of paid vacation time per year after one (1) year of employment.
- Three (3) weeks (15 days) of paid vacation time per year after five (5) years of employment.

Benefits:

- 401(k)
- 401(k) 4% Match
- Cell phone reimbursement
- Dental insurance
- Health insurance
- Paid time off
- Professional development assistance
- Vision insurance

