



JOB POSTING

Manager of Audio-Visual Integration & Support Services

Vlcom - Virginia Integrated Communication – Virginia Beach, VA

Department: AV Integration and Support Services

Reports to: VP of Operations & Engineering

The Manager of Audio-Visual Integration and Support Services will oversee the daily operations of Vlcom's AV technical group for the Virginia Beach region. This includes managing members assigned to the AV technical team, customer integration projects and support services activities. The right candidate must possess adequate skills required to successfully support both current and future Vlcom AV system & solution offerings. The Manager of A/V Integration & Support Services must work closely with Lead Technicians, Project Managers, System Engineers and Professional Service Specialists for projects and support services. Candidate must be able to efficiently oversee effective scope, plan, scheduling of installations and service tasks along with ensuring the proper skill sets are allocated to each project/support services. Provide communication through ConnectWise manage platform portals from the A/V field teams to internal team members based on project/ticket assignments. In addition, manage risks and changes, evaluate the productivity of the available resources, and optimize the performance of the organization.

Employee Owned. Customer Focused. Vlcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Vlcom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

Essential Duties and Responsibilities:

- Manage A/V Integration and Service Support Teams including – daily activities, personnel design, development & ensure activities are in line with desired career goals.
- Responsible for managing multiple Project Managers on the team and to ensure reporting on the profitability of integration projects.
- Understand overall A/V Integration Team objectives, as well as the role and function of each team member.
- Function as the customer's point-of-contact for problem identification and resolution for issues that have been escalated by the team.
- Communicate with all parties necessary in a constructive manner to guarantee customer expectations are met.
- Maintain awareness of all outstanding issues including pre- and post-delivery and provide status to clients as needed.
- Provide accurate reports and metrics to company leadership concerning ongoing projects and specified budgets.
- Ensure any risks are identified, communicated, and mitigated and that projects are delivered successfully through production.
- Contribute to the continuity of A/V field teams by providing the necessary technical leadership.
- Understand processes in ConnectWise Manage by completing assigned training materials and blueprints on the ConnectWise University

- Validate all time and expenses through ConnectWise Manage and ensure items are allocated to projects accurately.
- Review all work activities, service tickets, or project tickets in ConnectWise for A/V field teams.
- Ensure all documentation is delivered in a timely manner for internal processes as well as any related items for end users.

Additional Duties and Responsibilities:

- Oversee the communication of project objectives and requirements to ensure they are clearly perceived by all team members.
- Conduct annual employee performance evaluations, along with EOS format Quarterly conversations and mentor team members.
- Develop training programs to develop and refine the skills of the A/V field teams.
- Facilitate regular departmental meetings utilizing EOS process Level 10 Meeting format to deliver team and company updates.
- Assist project / engineer team in design and development tasks.
- Document internal processes and procedures related to duties and responsibilities.
- Improve customer perception and satisfaction.
- Oversee the department's fleet/vehicle maintenance and safety standards.

Knowledge, Skills, and/or Abilities Required:

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.

- Previous Audio Visual/IT Manager experience is required.
- Must be meticulous, have multi-tasking abilities, and manage tight, high stress deadlines.
- Applicable professional Audio-Visual certifications in Crestron, Biamp, Shure, QSC etc., Training Program Accomplishments, Vocational Degrees, and College Degrees are desirable but not required.
- Ability to read and understand project drawings and schematics, engineering notes, and operation manuals.
- Ability to understand construction blueprints and demonstrate knowledge of commercial construction practices.
- Above-Average knowledge of, and experience with the installation of Audio-Visual systems and equipment including video walls, projection, flat panel displays; control systems; audio and video signal routing and processing equipment, UCC video conferencing platforms such as Cico, poly, Microsoft Teams, Zoom etc.
- Skill in strategic planning with an ability to think ahead and plan over a 6 – 12-month time span.
- Demonstrate effective communication skills using tact and courtesy along with the ability to manage pressure sensitive situations.
- Self-motivated with the ability to work in a fast-moving environment.
- Good interpersonal and time management skills

Excellent benefits package including health insurance, 401K savings and Employee Stock Ownership Program.