



## UNITED TECHNOLOGY SERVICE, INC.

5320 Lake Pointe Center Drive Suite B, Cumming, GA 30041

Phone: 770.886.1239 • Fax: 678.679.2618 • Web: www.utechserve.com

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## Technician Specialist II

POSITION TITLE: Technician, Level II

DEPARTMENT: Operations

CLASSIFICATION:

APPROVED BY:

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### REPORTING RELATIONSHIPS

POSITION REPORTS TO: PROJECT MANAGER

POSITIONS SUPERVISED:

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### POSITION PURPOSE

The purpose of an Audiovisual / IT Technician Level II is to provide job skill set necessary to handle all facets of project/contract installation once awarded to UTS, Inc under the direction of the Project Manager. Also an AV / IT Technician, Level II must be able to maintain the shop, product, and tool inventory. The Shop must be kept clean, clutter free, and all projects should have assigned hold areas. The specific job functions are named herein. The AV/IT Technician Level II must have CTS certification.

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The leadership, communication and interpersonal skills of the project/program manager have as much of an impact on the success of a project as technical skills. Effective team leaders continually strive to improve their ability to:

- Master the various roles of the AV / IT Technician
- Motivate individuals and the team as a whole
- Communicate with and influence project stakeholders
- Facilitate internal and external communications
- Promote an effective project management culture
- Resolve conflict and show leadership during crisis

American Graduate University's [Leading, Communicating & Motivating Project Teams](#) gives you the people and team building skills to help you lead or participate in forming and maintaining a motivated, high performance project team.

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### **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

1. **Assumes responsibility for the development and implementation of project planning, policies, and procedures.**
  - a. Assists Senior Management in developing short and long term goals and strategies. Provides suggestions and recommendations.
  - b. Represents Company interests within communities and to government officials.
  - c. Maintains budgets and future estimates for individual projects. Ensure compliance to budgets.
  - d. Identifies and generates new business development.
2. **Assumes responsibility for the efficient, timely, and accurate completion of Technician functions.**
  - a. Responsible for shipping and receiving of equipment and merchandise.
  - b. Responsible for assembly of equipment based on shop submittals and engineered drawings according to UTS Standard Operating Procedures (SOP).
  - c. Ensures proper cable management according to UTS Standard Operating Procedures (SOP) in rack assemblies and in actual site work.
  - d. Able to solder cables and connectors according to shop drawings and equipment specifications.
  - e. Able to assemble racks with audiovisual and IT equipment according to shop submittal drawings.
  - f. Able to pull cable per shop and construction drawings.
  - g. Able to determine equipment needs and submit UTS requisition requests for equipment needed.
  - h. Able to assemble and engrave specialized plates and panels.
  - i. Ensures inventory is kept up to date and stock is properly organized, shelved, and maintained.
  - j. Performs service calls to new and existing customers to troubleshoot and/or maintain equipment and operating systems.
  - k. Able to use hand tools.



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- I. Able to read construction drawings and plans.
  - m. Able to test and troubleshoot equipment using industry standard testing equipment.
  - n. Able to maintain neat and organized work area. Able to maintain record of time according to job and UTS SOP.
  - o. Intermediate command of Microsoft project or related scheduling software tools.
  - p. Must be able to execute effective planning, scheduling, and management of materials and labor resources using CPM (Critical Path Method) and PERT (Performance Evaluation Reporting Technique).
  - q. Intermediate knowledge of Audio for Speech Reinforcement
  - r. Intermediate knowledge of Audio for program playback.
  - s. Intermediate knowledge of Video for TV Studios.
  - t. Intermediate knowleged of Video for presentation and display.
  - u. Intermediate knowledge in Control System operations and configuration.
  - v. Intermediate knowledge in power systems as it relates to AV.
  - w. Intermediate knowledge in computer technology as it relates to AV.
  - x. Intermediate knowledge of AV equipment on an Ethernet network.
  - y. Intermediate knowledge of AV test equipment such as Milori Colorfaxes and TEF.
  - z. Must be vendor certified in at least three products within one (1) year of employment.
  - aa. Must maintain a Daily Journal.
3. **Effectively supervises assigned personnel, ensuring optimal performance.**
  - a. Provides assistance and support as needed.
  - b. Trains, advises, and counsels employees and provides suggestions to improve performance and productivity.
  - c. Conducts performance appraisals as assigned.
4. **Assumes responsibility for maintaining effective communication, coordination, and working relationships with Company personnel and management.**
  - a. Works closely with other departments to maintain schedules and implement changes and revisions in operational procedures.



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- b. Provides assistance and support to related departments as required.
  - c. Keeps management informed of area activities and of any significant problems.
5. **Assumes responsibility for effective communication, coordination, and working relationships with external clients, customers, contractors, and officials.**
- a. Communicates with clients and customers. Answers technical and non-technical questions.
  - b. Maintains relationships with regulatory officials to ensure compliance with requirements and the exchange of relevant information.
  - c. Works with and supervises outside contractors. Ensures compliance with customer needs, regulatory requirements, and industry standards.
  - d. Maintains relationships with outside vendors and suppliers. Reviews supplier specifications for adherence to project specifications.
  - e. Keeps informed of technology changes and equipment features.
6. **Assumes responsibility for related duties as required or assigned.**
- a. Ensures that work area is clean, secure, and well maintained.
  - b. Stays informed of developments and changes in equipment technologies.
  - c. Performs production duties as needed.
  - d. Completes special projects as assigned.

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### **PERFORMANCE MEASUREMENTS**

- 1. Technician functions are well managed, coordinated, and completed in accordance with Company policies, procedures, quality standards, and safety regulations.
- 2. Good communication and effective working relationships exist with other departments.
- 3. Professional relationships with regulators, inspectors, officials, suppliers, and customers are maintained.
- 4. Project Installations are closely monitored and supervised. Suggestions for improved techniques are provided. Project goals and deadlines are successfully met.
- 5. Related documentation is complete, accurate, and timely.
- 6. Senior Management is appropriately informed of area activities and significant problems.
- 7. The Company's professional reputation is projected in all contacts.



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8. Equipment Installation processes are in compliance with regulations and requirements.
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### QUALIFICATIONS

**EDUCATION/CERTIFICATION:** CTS Certification from ICIA Organization

**REQUIRED KNOWLEDGE:** Excellent understanding of Company operations.  
Strong understanding of audio, video, and control equipment principles, procedures, and standards.  
Thorough knowledge of current requirements and regulations.

**EXPERIENCE REQUIRED:** Past technical experience.  
Business development experience.

**SKILLS/ABILITIES:** Well organized with strong planning and project management skills.  
Attention to detail.  
Quality orientation.  
Able to organize and install multiple projects.  
Excellent communication skills.  
Strong problem solving abilities.  
Strong PC computing skills, including MS Office and Excel.

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### PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**TALKING:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly. (Many jobs could be done without talking.)

**AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.

**AVERAGE VISUAL ABILITIES:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

**PHYSICAL STRENGTH:** Physical Work; moving most of the time. Exerts up to 50 lbs. Or more of force usually.

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### WORKING CONDITIONS

None. No hazardous or significantly unpleasant conditions. (Such as in a *typical* construction job sit or built out facility.)

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### MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION



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**REASONING ABILITY:**

Ability to apply logical or scientific thinking to a wide range of intellectual and practical problems.

Able to deal with very difficult concepts and complex variables.

**MATHEMATICS ABILITY:**

**Able to perform mathematical and/or statistical operations.**

**LANGUAGE ABILITY:**

**Ability to read scientific and technical journals, abstracts, blue prints, and ACAD drawings.**

**Ability to prepare articles, abstracts, editorials, journals, manuals, and critiques.**

**Ability to prepare and make comprehensive presentations, participate in formal debate, communicate extemporaneously, and communicate professionally before an audience.**

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### INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*