

# Audio Visual Technician

## Overview:

We are looking for a mature individual to travel to trade shows for the deployment and support of Audio Visual equipment. At these events you will be the face of BrightPipe, you will interact directly with our clients. Your primary mission will be to install and support technical equipment for the client events. When working at the home office, you will work with other team members to ensure that our equipment is always ready for deployment.

## Essential Responsibilities and Duties.

- Travel across the country to deploy a mix of AV equipment, broadband Internet, IT equipment, software, and other proprietary technology solutions at tradeshow and events.
- Troubleshoot any issues and offer solutions to problems.
- Occasionally direct union labor to set up equipment in cities where it is required.
- Support equipment during show hours while advancing internal projects
- Pack equipment after event is concluded
- Research new technologies and products to add to our inventory
- Help keep our inventory databases up to date and accurate
- Author procedures and training material
- Gather and create documentation on equipment
- Refurbish equipment and maintain clean, organized warehouse when not at shows.
- Load and test client content.
- Give feedback to clients/agencies on their content.
- Work with warehouse staff to test and pack equipment.

At BrightPipe no two days are the same and you may be asked to perform other duties not listed above.

## Work Schedule:

- In Office: Typically, 40 hours per week Monday-Friday.
- At Event Site: Depends on the event – can include weekends and occasional holidays.
- At busy times during the year overtime will be required to meet our ship dates and show schedule.
- Travel up to 35% on an annual basis. Sometimes little notice may be given.



## Our Ideal Candidate

Should be tech savvy with excellent analytical, problem solving, and troubleshooting skills. Have an understanding of signal flow, video formats, codecs, and aspect ratios. Can identify different cable types and what they are used for. Ability to terminate power, network, and audio cables. Knowledge of network equipment and experience configuring routers, deploying and optimizing wifi in difficult environments. Should have the ability to troubleshoot hardware and software issues with Windows computers. Experience with Microsoft Office – PowerPoint, Excel, and Word. Can use basic hand tools including a drill and level. Someone who treats equipment with care - able to gently handle moving heavy, fragile, expensive equipment. Has the ability to remain calm under pressure. Strong communication, organization, and time management skills. Ideal candidates will have previous experience with LED video walls and Novastar processors. Basic experience with 3D CAD modeling is a plus, but not required.

## Expectations:

- Must be an excellent communicator - in writing, over the phone, and in person.
- Be proactive in communication as we are frequently working remotely.
- Works efficiently and is detail oriented.
- Team player, willing to help the company meet goals.
- Ability to work without oversight.
- Performs all duties with excellence.
- Willingness to adapt and be flexible.
- Willing to constantly learn both new technical skills and develop interpersonal skills
- Appreciates and welcomes feedback.
- Strives for self-improvement.
- Low drama, high capacity, with a do whatever it takes attitude.
- Refuse to lose or fail.
- Takes initiative and is proactive.
- Ability to lift 65 pounds.
- Able to work from ladders or lifts.
- Must own smartphone for communication via voice, text, and email.
- Must have ability to stand on feet and work for long periods of time.
- Must be able to work in environments that are not always climate controlled – tradeshow venues are not generally heated or cooled during installation times.
- Has reliable transportation.
- Has valid US Drivers License and good driving record.
- US Passport is a plus.



- Non-Smoker.

## Directly Applicable Experience

An ideal candidate would come to us with direct experience in one or more of the following areas or job functions:

- PC Break-Fix
- Mobile Device Support & Management
- AV Production/Audio Tech
- Tradeshow or Event Equipment Deployment
- Network Administration
- Use of Inventory Systems
- CAD modeling

## A Career at BrightPipe

BrightPipe provides audio visual services to our clients at trade shows. Our company is the 'little guy' competing with, and consistently winning business from the 800-pound gorillas of the industry. We do this because we have a tight-knit team of exceptional people that all share the same values and mission. We have processes and procedures in place to ensure our client events go off without a hitch every single time. We are currently looking to add new team members as new customers approach us daily to engage our services.

Jobs in the event industry are not easy. Travel is required so if being away from home for a week or so at a time is a challenge then BrightPipe is not right for you. However, if you love technology, if you get excited about being hands on with the latest AV gear, if you like traveling to new cities then this is a great career opportunity for you. There is nothing more satisfying to our team than seeing our work helping our customer's vision come to life. This brings immense satisfaction and is a source of great pride for every member of our team. We do it better than the other guys – we have had some clients for over 20 years - that doesn't happen by accident.

BrightPipe was built on relationships with our customers – many of whom have become our lifelong friends. Every position at our company interfaces with our clients at some point. We are looking for technicians that love technology and love people too. No two days here are the same, we are always working on something new. If you are interested in joining a company where you are not just a 'number' but have a name and a voice, then we would love to hear from you.



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Benefits:

- Healthcare
- Dental
- Vision
- Life Insurance
- Matching 401K
- PTO
- Overtime Pay
- AAA Membership
- TSA Precheck
- Quarterly Car Wash
- Flexible Work Schedule
- Spot Bonuses
- Year End Bonuses
- Fitness Support

We have several open positions, if you are interested in more information, please email your inquiry and resume to: [careers@brightpipe.com](mailto:careers@brightpipe.com)