



FIELD SERVICE & INSTALLATION TECHNICIAN

Job Description

POSITION SUMMARY:

The primary responsibility for this position is the installation, maintenance, and repair of LED display systems at client locations. This role involves traveling to various sites, troubleshooting technical issues, and ensuring optimal performance of LED displays.

COMPANY OVERVIEW:

i5LED is a factory-direct electronics manufacturer specializing in the integration of custom solutions for the audio-visual industry. Our mission is to be the first choice for innovative displays solutions to clients who chose value first. Our core values are the backbone of our business and guide our hiring process: we are innovative, ingenious, intentional, indomitable, and do all the above with integrity.

PERFORMANCE OBJECTIVES:

- Installation, set up and configure LED screens, video processors, media servers, and related equipment. Ensure proper alignment, calibration, and connectivity.
- Perform routine maintenance and repairs on LED display systems. Diagnose and resolve hardware and software issues.
- Provide technical support and training to clients on the operation and maintenance of LED displays.
- Conduct site surveys as needed to determine the best setup and placement of LED screens for optimal visual impact.
- Coordinate scopes and collaborate with other subcontractors at client sites to assure project timelines are met and quality standards are met and exceeded.
- Maintain detailed records of services provided, including costs, inventory, and customer interactions.
- Adhere to safety procedures and protocols to minimize risk of injury or damage to equipment.
- General Warehouse Organization & Housekeeping: Manage and maintain service-related inventory product and supplies. Basic housekeeping duties in service area and general warehouse spaces.
- Other duties as assigned.



CAPABILITIES/KEY COMPETENCIES

- Proficient in electrical troubleshooting and repair techniques, including soldering and circuit board diagnostics.
- Strong troubleshooting skills of audio-visual hardware and software equipment.
- Excellent verbal and written communication skills to interact professionally with clients and internal team.
- Proficient with basic and hand and power tools.
- Proficient with Microsoft tools such as Word, Excel, Sharepoint, etc.)
- Ability to work in a team environment.
- Ability to adjust working priorities in a fast-moving environment.

EDUCATION & EXPERIENCE

- Associate degree in electronics, mechanical engineering, or a related field a plus.
- Certification in electronics repair or a similar qualification a plus.
- Experience with LED controller equipment and relevant repair equipment types to the industry.
- Scissor/Arial Lift experience. Certification a plus.
- Industrial fork truck experience. Certification a plus.
- Understanding of OSHA10/30 requirements. Valid card a plus.

PHYSICAL REQUIREMENTS

- Ability to travel to client sites frequently. US passport a plus.
- Ability to sit and/or stand site for extended periods of time.
- Ability to work at heights.
- Ability to lift up to 50lbs.