

systemsGo

Executive Events AV Engineer Exclusive job

Western style employee focused culture

Job Information

Hiring Company

systemsGo Corporation

Job ID

1521267

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Salary Bonuses

Bonuses included in indicated salary.

Work Hours

Mon-Fri 9am-6pm

Holidays

13 days/yr paid leave, +1/yr until 22/yr

Refreshed

February 7th, 2025 11:56

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

About the Role

We are seeking a highly skilled AV Engineer to join our team, providing on-site Audio-Visual (AV) infrastructure support and executive user support for a multinational client in Tokyo. This role involves maintaining AV systems, troubleshooting technical issues, and ensuring seamless AV experiences for corporate events and executive meetings.

Key Responsibilities

•AV System Support & Maintenance

- o Perform daily health checks on AV systems, including displays, conferencing tools, microphones, and speakers.
- o Conduct preventative maintenance such as firmware updates, cleaning, and cable management.
- o Monitor AV assets and proactively address technical issues.

•AV Event & Executive Support

- o Provide L1 support for executive AV needs, ensuring flawless boardroom and virtual meeting experiences.
- o Set up and manage AV equipment for corporate events, town halls, and hybrid meetings.
- o Troubleshoot real-time issues during live events and provide quick resolutions.
- o Work closely with event coordinators to prepare and rehearse AV setups.

•Troubleshooting & Issue Resolution

- o Diagnose and resolve audio, video, and connectivity issues for AV equipment and IT-integrated AV solutions.
- o Escalate complex technical problems to L2 or senior engineers when necessary.

•Collaboration & Communication

- o Work within the client's ticketing system to log and manage AV-related incidents.
- o Coordinate with internal IT teams, vendors, and third-party service providers for repairs, upgrades, and equipment replacements.
- o Communicate with global IT teams to align with corporate AV standards and policies.

•Documentation & Compliance

- o Maintain accurate records of AV asset inventory and issue logs.
- o Ensure all AV operations comply with corporate security policies and best practices.

Work Conditions

- Full-time, on-site role at the client's Tokyo office.
- Requires flexibility to support early morning or late evening corporate events.
- Occasional coordination with global IT teams across different time zones.

Required Skills

Qualifications & Experience

- 2-5 years of experience in AV installation, integration, and support within a corporate environment.
- Strong knowledge of video conferencing platforms (Zoom, Microsoft Teams, Google Meet).
- Experience working with AV hardware from Crestron, Logitech, Biamp, Cisco, Extron, or Polycom.
- Familiarity with control systems, DSP programming, and AV networking is a plus.
- Basic IT troubleshooting skills, including network connectivity and hardware/software issues.
- Ability to work independently and handle high-pressure event support scenarios.
- Strong communication skills in English (Japanese proficiency is a plus).

Preferred Certifications

- Crestron DigitalMedia or NVX Certification
- QSC Q-Sys Level 1 or 2
- Extron AV Associate or Control Specialist
- Microsoft Teams Rooms Certified Specialist

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