

## Job title: Service Engineer

### Job summary

Cyberhomes is looking for an AV professional, with tangible experience of high-end residential installs to fill this customer-facing role within a well-established team.

You will be responsible for providing technical support to our existing customer base of Home Automation/SMART Homes and AV entertainment projects. The role would suit someone with strong communication skills, proven AV troubleshooting experience and a commercial focus.

This is a full time permanent position primarily based at Cyberhomes' headquarters in Thame, Oxfordshire, with a requirement for regular travel to client sites.

### Role responsibilities

**Technical support:** Providing telephone and email support to customer enquiries regarding their systems. Where necessary, visiting site to resolve issues.

**Maintenance:** Troubleshooting and diagnosis of system faults, specification and installation of required fix.

**System upgrades:** Specification and installation of upgrades to existing customer installations.

**Programming:** Modifying of existing programming to accommodate changes in equipment or customer requirements.

**Maintain customer relationships:** Excellent communication skills at all levels to maintain Cyberhomes' reputation for professionalism.

### Person specification

The right candidate will be a highly-organised individual, with an Engineering degree—and relevant AV industry experience.

A detailed and up-to-date working knowledge of the following is essential:

- Savant
- Control4
- HDMI matrix systems
- TCP/IP networking
- Lutron Homeworks lighting control systems
- Smartphones and tablets
- Voice and telephony
- Cloud computing and connected devices

Crestron experience would also be an advantage.



You will have excellent time keeping, attention to detail and take pride in the quality of your work.

A full clean driving licence is essential.

### Rewards

As well as a competitive salary, bonus scheme and flexible holiday structure this is a great opportunity for the right person to join a team who are fundamental to the growth of Cyberhomes' business. Training on new products and technologies will be provided where appropriate.

You will be provided with company mobile phone, laptop and/or iPad and access to a company vehicle. Staff discounts are also available on the equipment we sell.

Although primarily based in Thame, you will be expected to travel throughout the UK (with some international travel) for extended periods of time.

This position offers a rewarding career path with ample opportunities for personal and professional development.

### Company info

Cyberhomes is an award-winning installer of home automation and entertainment systems. We are active members of CEDIA and were finalists in the 2013 CEDIA Awards for the 'Best Home Cinema' and 2014 for 'Best Dressed Rack'. With a background in the broadcast industry, we take pride in our attention to detail to deliver amazing systems that consistently exceed our clients' expectations.

### Application

Please email your CV, along with details of why you are suitable for this role, to [hello@cyberhomes.co.uk](mailto:hello@cyberhomes.co.uk)

Deadline for applications is 30<sup>th</sup> January 2015.