

VISIONAL

Technical Operations Manager

OBJECTIVE

Objective: oversee and coordinate the activities of the technical team and project-related technical equipment for growth and success

WHAT WE ARE LOOKING FOR

A level-headed leader with an ambition for teaching and education is the perfect candidate for this role. Capable of managing multiple tasks simultaneously as well as being well-organized, the Technical Operations Manager thrives in problem-solving, taking pride in quality, and enjoys discovering efficiencies. The Technical Operations Manager will design, control, and manage the technical process and operational integrity of technical services provided by the company.

The Technical Operations Manager is involved in various functions geared towards making sure that the technical requirements of the company are handled effectively. They are responsible for the immediate troubleshooting of urgent technical issues. They also provide guidance on issues bordering on technical and managerial operations in collaboration with directors and leadership. The ideal candidate has a reputation of a positive can-do attitude, and a unique ability to multitask in a fast-paced office and production environment. Someone with an even temper, the Technical Operations Manager works fast, troubleshoots quickly, and is able to act on their feet, establishing a world-class customer experience with the Visional brand.

MORE ABOUT VISIONAL

Founded in 2014 by Kyle Means and Jim Steurnagel, Visional is a production technology agency specializing in production, virtual, experiential, creative, and environmental solutions. Our goal is to develop ideas into cutting-edge visuals that you and your guests will love.

We help clients all over the world create unique visual experiences by combining cutting-edge video and lighting technology with years of expertise in visual engineering. We're friendly, energetic and driven to help our partners develop and execute incredible experiences for their clients. We thrive on building relationships and helping organizations deliver their message through creativity, technology, and collaboration.

Be nice. Do good work. That's our motto. Visional gives you the industry-leading tools and the expert team you need to make your vision a reality. Corporate events, rock shows, interactive installations or brand activations — we're here to help every step of the way, from pre-production to load-out.

Visional is headquartered in Atlanta, Georgia with offices in and Denver, Orlando, and Los Angeles. Further information is available at wearevisional.com.

VISIONAL

MORE ABOUT YOU

- In-depth knowledge of professional-grade audio, video, lighting, and production technology
- Familiarity with computers and IP networking systems
- Knowledge of modern filming and sound mixing techniques
- Excellent troubleshooting skills
- A keen eye for detail
- High level of physical fitness and the ability to lift heavy equipment (up to 50 pounds)
- Good communication and interpersonal skills
- Excellent customer service skills and professional manner
- High level of responsiveness
- Highly attentive to safety in and around office spaces, event venues, and job sites
- Comfortable working with other technologists in a training/mentoring environment as needed
- OSHA-30 certification preferred
- The ability to work under pressure and adapt to changes
- Excellent technical analytical skills
- high standard of personal integrity & professionalism
- CTS Certification preferred
- Outstanding organizational and leadership skills
- Excellent communication and interpersonal abilities
- Reliable with a respect to confidentiality
- Self-driven, critical thinker who excels with time management and organizational skills
- Strong phone and video presence with experience managing dozens of phone and video conferences per day
- Knowledge of staffing policies, procedures and best practices
- Excellent written and verbal communications skills
- Proficiency with corporate productivity, presentation, and project management tools
- Experience collaborating with a multidisciplinary team remotely and cooperatively
- Ability to manage priorities, respecting timelines, and critical deadlines
- Ability to manage multiple projects in parallel
- The ability to work under pressure and adapt to changes
- Ability to think critically and be proactive at solving issues
- Excellent communicator to leadership
- Excellent phone and email etiquette
- Comfortable working in the company office, working from home, and in the field
- A high standard of personal integrity & professionalism
- Expert knowledge of production industry
- Receive feedback productively
- Valid Passport, Driver License, and ability to travel (50%)
- Ability to pass criminal background check

YOUR DAY-TO-DAY

- Set objectives for technical operations as well as implement action plans necessary for achieving set targets
- Ensure the provision of technical equipment and materials required for operations
- Prepare and implement budget for technical operations in order to achieve set objectives
- Produce and present periodic reports of technical operations to leadership
- Maintain an up-to-date knowledge of relevant technical and human resource policies and procedures
- Conduct cost-benefit analysis to determine operational alternatives with comparative advantage from time to time
- Develop processes for the resolution of technical challenges and client complaints
- Liaise with non-technical staff to ensure general corporate operations run smoothly
- Time management, budgeting, and leadership skills
- Develop and implement health and safety policies to ensure a risk-free and safe work condition
- Conduct risk assessments to analyze risks and operational hazards
- Oversee the hiring, training, and monitoring of technical operations team
- Ensure technical equipment and machinery are operational and efficient
- Organize training programs to educate technical operations personnel on standard operating procedures
- Build and maintain good working relationships with clients in order to maximize patronage
- Oversee the implementation of HR policies and procedures when performing job duties
- Mentor and motivate the technical team to put in their best effort to improve level of performance
- Ensure compliance with all company policies and procedures when performing job duties
- Conduct annual employee reviews and assessments to determine performance evaluation and training needs
- Maintain an up-to-date knowledge of technical processes, functions, and requirements
- Use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software and proprietary software in performing work assignments
- Occasionally on call evenings or weekends
- Organize work and focus the team on what needs to be accomplished
- Prioritize in a time-crunched, fast-paced environment
- Project positive attitude while establishing effective professional relationships
- Communicate and work closely with project team both internally and client-side
- Assist and work with engineering, purchasing, sales, and production teams
- Proactively handle project issues and/or risks
- Manage budgets, manpower, expenses, and costs to complete project goals
- Team player mentality with a strong sense of purpose within the organization

OUR OFFER TO YOU

- Base Salary
- Medical Insurance Plan
- Dental Insurance Plan
- Vision Insurance Plan
- Remote Work Flexibility
- 401K with matching contribution
- Profit Sharing Program
- Skills development activities and opportunities for career advancement
- Professional Development Reimbursement Program
- Personal Enrichment Program
- Work environment conducive to personal health and well-being

Those interested should send an e-mail with CV and letter of interest to careers@wearevisional.com.

Requisition # 22-006
Availability Full Time
Location Atlanta, Georgia, USA