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## Field Service Technician

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### Job Information

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**Hiring Company**[AVI-SPL Japan G.K.](#)

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**Job ID**1585554

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**Industry**Hardware

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**Job Type**Permanent Full-time

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**Location**Tokyo - 23 Wards

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**Salary**Negotiable, based on experience

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**Refreshed**April 2nd, 2026 18:25

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### General Requirements

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**Minimum Experience Level**Over 1 year

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**Career Level**Mid Career

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**Minimum English Level**Business Level

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**Minimum Japanese Level**Fluent

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**Minimum Education Level**Bachelor's Degree

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**Visa Status**Permission to work in Japan required

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### Job Description

**WHO WE ARE**

AVI-SPL is a digital enablement solutions provider who transforms how people and technology connect to elevate experiences, create new value, and enable organizations to thrive and grow. We are the largest provider of collaboration technology solutions, which include our award-winning managed services.

Our highly certified industry experts and innovation leaders share a vision to help people work smarter and live better. We believe that success starts with a sound team and that an inclusive and diverse workplace moves us all forward.

**WHAT YOU'LL DO**

The AVI-SPL Field Service Technician will work in partnership with the Global Helpdesk to provide Service support for customers at customer sites with the end goals of restoring functionality to our customers' assets while delivering a world-class Customer Service experience.

**Day-To-Day Responsibilities:**

- Read and interpret electronic schematics and architectural blueprints
- Perform preventative maintenance visits to help maintain a stable client environment
- Clean various AV equipment including but not limited to: camera lenses, monitors and equipment fans
- Field installation of control programs (AMX / Crestron/Firmware) – upload and download capability
- Field service support of networked devices (Routers, IP Protocols, etc.)
- Perform service tasks in a timely and quality conscious manner including but not limited to: pulling cable, installing connectors, mounting projects and hanging ceiling mounts

- Assist next level service technicians as needed
  - Provide training to clients and less senior technicians as needed
  - Adhere to and understand OSHA standards for all phases of the job
  - Setup and troubleshoot various video codecs
  - Travel to various job sites required
  - Perform additional tasks, responsibilities, and projects as needed to support the team and organization, ensuring flexibility in adapting to evolving priorities and objectives
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## Required Skills

### **WHAT WE'RE LOOKING FOR**

#### Must-Haves:

- Effectively communicate with employees, customers and colleagues
- Ability to use hand and power tools in a safe and efficient manner
- Ability to work and think independently and ensuring to meet deadlines
- Basic computer knowledge
- Knowledge of basic signal flow for audio, video and control
- Ability to manage small to medium projects
- Ability to solder & crimp connectors
- Fluency in Japanese and English.

#### Nice-to-Haves:

- Minimum of a High School Diploma or equivalent preferred
- Minimum of 2 – 4 years of audiovisual integration experience preferred
- Formal education in Electronics or related field preferred
- Familiarity with:
  - AMX Networking Essentials
  - Crestron Professional Installation and Configuration
  - Exton Introductory Knowledge
  - AVIXA CTS General Certification

### **WHY YOU'LL LIKE WORKING HERE**

- Enjoyable and dynamic company culture.
- Training and professional development opportunities.

### **MORE ABOUT US**

AVI-SPL is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, disability status, or membership in any other group protected by federal, state, or local law.

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## Company Description